

Executive Takes Action After Social Account is Hacked to Attack Company

A CLIENT SUCCESS STORY



THE HERO OF THE STORY:

C-Suite Executive



Company CxO



Avid social media user



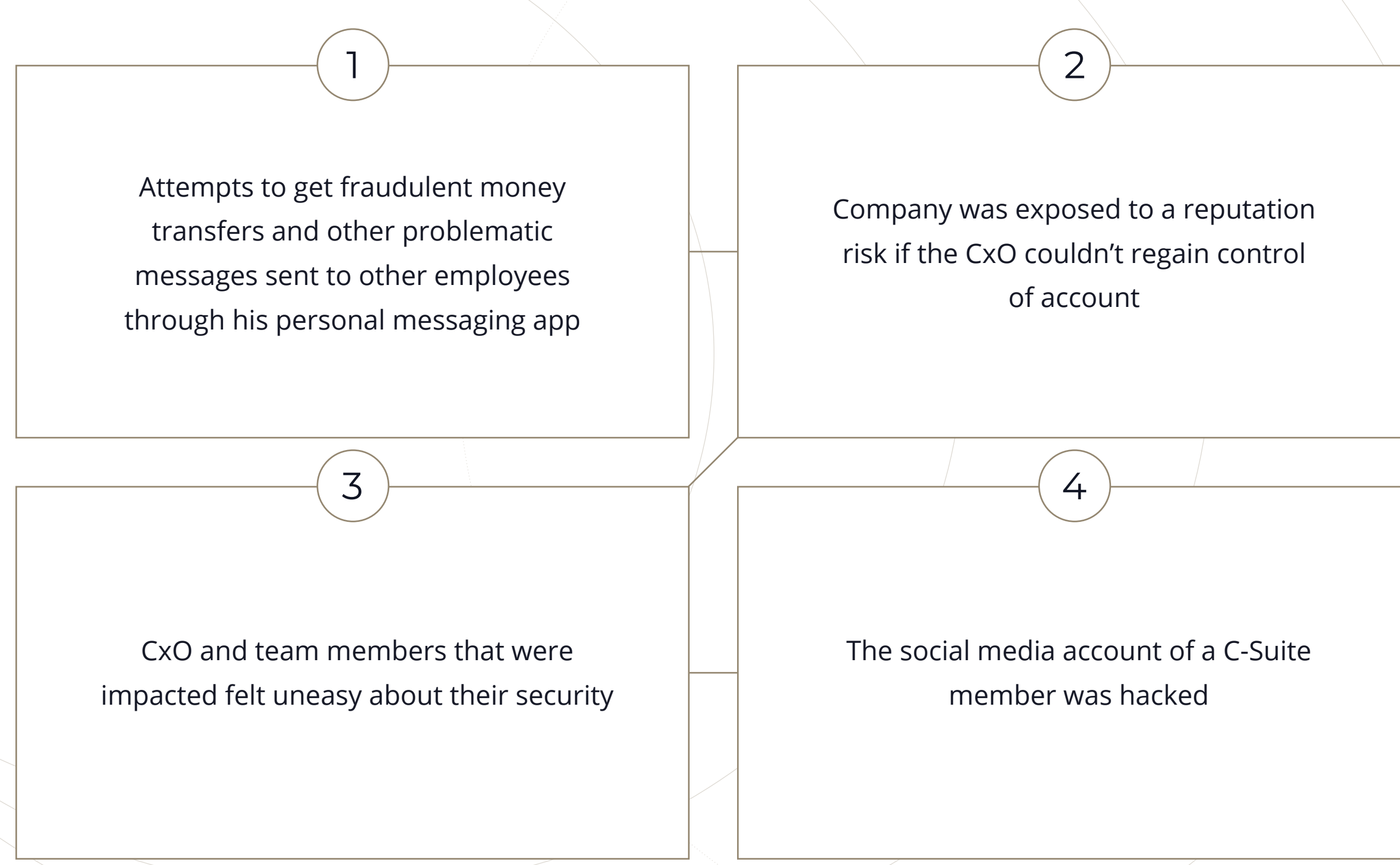
Manufacturing Company



More than 2,000 employees

The Problem

Social media account **hijacked** to get to **critical company data**.



It wasn't just the executives at risk, it was the **entire company**.

BlackCloak's Guidance

A hacked social media account can cause significant reputational damage and put everyone connected to the account at risk. We recommended a four-step approach merging immediate action with ongoing executive cybersecurity education to mitigate current risk while stopping future attacks.



Review account setup and privacy settings of social media account of social media account



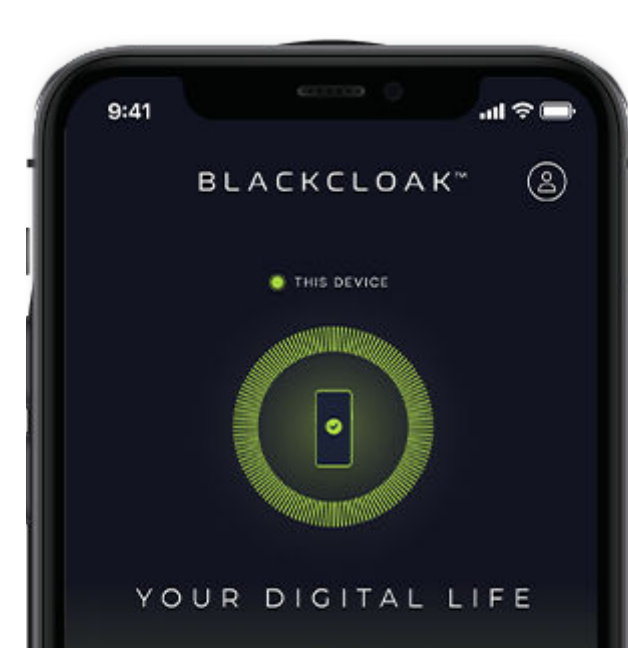
Understand the privacy and security settings across all personal accounts



Implement security that balances ease of use for CxO with security



Secure the email tied to the account for further risk mitigation

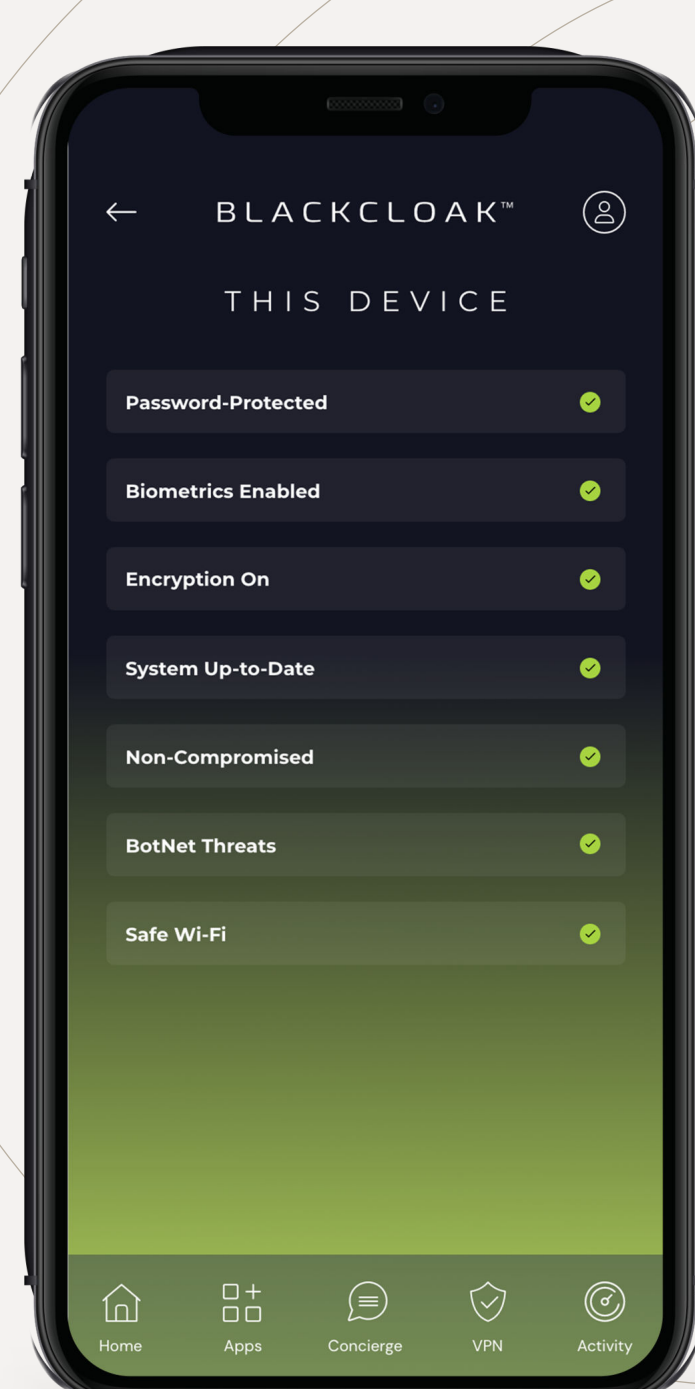


It was important to execute the plan without invading the privacy of the CxO or encroaching upon control of his own accounts

Putting the Plan into Action

After reviewing the plan, the company's CxO had BlackCloak get to work on all aspects of executive cybersecurity and personal privacy related to the hack. This included:

- Implemented Mobile Protection Software
- Hardened personal device security and privacy settings
- Established dual-factor authentication
- Scanned deep/dark web for exposed passwords
- Implemented an encrypted password vault for personal use
- Advised on password strength on all accounts
- Installed BlackCloak Mobile App on all Personal Devices



BlackCloak also put **additional executive cybersecurity and privacy plans in place for the entire c-suite team**, including personal device security monitoring for vulnerabilities or malware, home networks scans, and more.

The Results

Mitigated risk and secured entire executive team's digital lives

By reaching out to BlackCloak, the CxO secured his hacked social media account as well as all of his personal accounts, reducing future risk to him and the company. What's more, he helped secure the entire executive team's personal digital lives with simple changes guided by the BlackCloak Concierge Support team. The GRC team's minds were put at ease that the risk of breach through personal devices was mitigated. The partnership even helped the company's CISO garner buy-in for security enhancements across the company — including providing password vaults for all employees.

Secure your social media, **Safeguard your company**

About BlackCloak

BlackCloak's Concierge Cybersecurity & Privacy™ Platform for high-profile or high-net-worth individuals and corporate executives in their personal lives mitigates their hacking, financial, and reputational risks. Learn more at blackcloak.io.

✉ sales@blackcloak.io

🌐 blackcloak.io

✕ [@BlackCloakCyber](#)

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