

ONE HUNDRED TWELFTH CONGRESS
Congress of the United States
House of Representatives
COMMITTEE ON ENERGY AND COMMERCE
2125 RAYBURN HOUSE OFFICE BUILDING
WASHINGTON, DC 20515-6115

Majority (202) 225-2927
Minority (202) 225-3641

April 29, 2011

Mr. Kazuo Hirai
Chairman
Sony Computer Entertainment America
919 East Hillsdale Blvd.
Foster City, CA 99404

Dear Mr. Hirai:

We write today regarding the recent data breach experienced by Sony Corporation's Playstation Network operated by Sony Computer Entertainment of America. According to Sony's statement, the breach occurred between April 17 and April 19, and impacted as many as 77 million account holders' personal information. A public acknowledgement of the breach was not made until April 26.

As we understand from Sony's statements, all facts regarding the breach are not yet known and an internal investigation continues. However, Sony's statement describes information illegally obtained to include account information as well as potentially profile information. Sony's public statements suggest there is no evidence credit card data was taken, but such a scenario cannot be ruled out. Given the amount and nature of the personal information known to have been taken, the potential harm that could be caused if credit card information was also taken would be quite significant.

The Subcommittee on Commerce, Manufacturing, and Trade has a longstanding interest in consumer privacy, identity theft, and industry efforts to address the threats posed by unauthorized access to consumers' personal information resulting from a data breach. Events such as this one directly inform our efforts in the data security arena. We expect to address Federal data security legislation in our Committee this year, and we have scheduled a hearing on May 4, 2011, regarding the threat of data theft to American consumers to explore these issues in greater detail. To inform our efforts to protect consumer information, we request answers to the following questions and requests no later than May 6, 2011.

1. When did you become aware of the illegal and unauthorized intrusion?
2. How did you become aware of the breach?

3. When did you notify the appropriate authorities of the breach?
4. Why did you wait to notify your customers of the breach?
5. Was the information obtained applicable to all accounts or a portion of the accounts? How many consumers or accounts were impacted by this breach, and how did you ascertain the number?
6. Have you identified how the breach occurred?
7. Have you identified the individual(s) responsible for the breach?
8. What information was obtained by the unauthorized individual(s) as a result of this breach, and how did you ascertain this information?
9. How many Playstation Network account holders provided credit card information to Sony Computer Entertainment?
10. Your statement indicated you have no evidence at this time that credit card information was obtained, yet you cannot rule out this possibility. Please explain why you do not believe credit card information was obtained and why you cannot determine if the data was in fact taken.
11. What steps have you taken or do you plan to take to prevent future such breaches?
12. Do you currently have a policy that addresses data security and retention practices? If not, why not? If so, what are those practices and do you plan any changes in your policies as a result of this breach?
13. What steps have you taken or do you plan to take to mitigate the effects of this breach? Do you plan to offer any credit monitoring or other services to consumers who suffer actual harm as a result of this breach?

Thank you for your attention to and assistance in this matter.

Sincerely,



Mary Bono Mack
Chairman
Subcommittee on Commerce,
Manufacturing, and Trade



G.K. Butterfield
Ranking Member
Subcommittee on Commerce,
Manufacturing, and Trade

cc: The Honorable Fred Upton, Chairman

The Honorable Henry A. Waxman, Ranking Member