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Data breach challenges facing Kenyan E-commerce

E-commerce in Kenya continues to grow in leaps and bounds driven largely by increased affordability of smartphones, greater internet penetration and affordability and the very extensive automation of government services at the national and county government levels. The success stories and positive impacts in the form of greater convenience, efficiency, increased business revenues and improved revenue collections among others are well known. However, the practice has experienced a great number of challenges most of which have gone unreported and undocumented making it difficult for ecommerce practitioners to learn from the challenges of their counterparts. This study sought to develop a structured body of knowledge on the specific aspect of data breaches in the ecommerce practice in Kenya and examined the occurrences of these breaches, their impacts and further proposes actions for consideration by the practitioners in the sector.

Keywords

ecommerce, data breach, information security

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