

See all Tech

◆ Premium

🏠 > Technology Intelligence

WeWork rival Regus in massive employee data breach



IWG owns office space provider Regus CREDIT: JOE AMON / GETTY IMAGES

Follow

By **James Cook**

20 JANUARY 2020 • 6:00AM

Detailed information about the job performance of more than 900 employees of Regus owner IWG was accidentally published online after [the shared office business conducted a review](https://www.telegraph.co.uk/business/2019/08/24/regus-owner-iwg-considers-3bn-us-spin/) of sales staff.

A spreadsheet which lists the names and work addresses of hundreds of Regus sales managers alongside detailed reviews of their performance was made accessible to anyone using a simple Google search, The Telegraph has found.

IWG hired Applause, a mystery shopping business, to audit its sales staff through covert filming using “spy pens” fitted with miniature cameras.

Employee performance data was then published to a page on task management website Trello which had been made public, allowing the files to leak into Google search results.

The names and email addresses of hundreds of mystery shoppers were also leaked online.

The leaked documents show an expansive effort by Regus to ensure its sales staff were closing enough deals to compete with [rival office space companies such as WeWork](https://www.telegraph.co.uk/technology/2019/12/30/wework-co-chief-executives-line-17m-golden-parachute-payouts/).

Training materials leaked online included a guide to covertly filming Regus employees. “The filming of the tour has to be kept secret,” the document said.

A Regus spokesman said that employees were aware they were being recorded.

IWG and Applause removed the documents after the companies were contacted by The Telegraph.



Technology Intelligence

Sign up to get your daily dose of tech news and analysis direct from our team in Silicon Valley.

[Sign up](#)

[The Telegraph found in 2018](https://www.telegraph.co.uk/technology/2018/07/21/telegraph-investigation-google-search-exposes-sensitive-government/) that hundreds of sensitive Cabinet Office, Home Office and NHS documents had also been leaked online through Trello.

A Regus spokesman said: “We are extremely concerned to learn that an external third-party provider inadvertently published online the outcomes of an internal training and development exercise. As our primary concern we took immediate action and the external provider has now removed the content.”

An Applause spokesman said: “Since being made aware of this issue, we have reiterated our InfoSec policies with our worldwide employees, and have run an internal audit to confirm that there are no other unapproved third-party software tools being used in any client engagements.”

Contact us

[About us \(https://corporate.telegraph.co.uk/\)](https://corporate.telegraph.co.uk/)

Rewards

[Archive \(https://www.telegraph.co.uk/archive/\)](https://www.telegraph.co.uk/archive/)

[Reader Prints \(http://telegraph.newsprints.co.uk/\)](http://telegraph.newsprints.co.uk/)

Branded Content

Syndication and Commissioning

Guidelines

Privacy

Terms and Conditions

[Advertising terms \(http://spark.telegraph.co.uk/toolkit/advertising/terms-and-conditions/\)](http://spark.telegraph.co.uk/toolkit/advertising/terms-and-conditions/)

[Fantasy Sport \(https://fantasyfootball.telegraph.co.uk\)](https://fantasyfootball.telegraph.co.uk)

[UK Voucher Codes \(https://www.telegraph.co.uk/vouchercodes\)](https://www.telegraph.co.uk/vouchercodes)

Betting Offers

Modern Slavery

Manage Cookies

© Telegraph Media Group Limited 2020