

## **Information Security in the Zimbabwean Hotel Sector**

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### **Abstract**

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The tourism industry faces potential data breaches and information loss that make hotel systems susceptible to cybercrimes and increased likelihood of cyberattacks. Insufficient security can quickly create an organizational reputation risk, which may ultimately result in a destination's reputation as insecure. This insecurity may result in a potential risk for new tourist arrivals in the long term. However, there is no apparent framework to assist the hospitality industry in Zimbabwe in ensuring data protection measures. This chapter aimed to develop an information security framework for the hotel industry in Zimbabwe. A qualitative research approach was utilized to gather data from key informants within the industry. Hotels were purposefully selected to include both graded and non-graded hotels of varying sizes. A representative sample for the hotel industry in Zimbabwe was purposively selected. Data collected from the interviews were analysed using structural coding and then thematic analysis. A total of seven themes were identified. Solutions to each of them were synthesized to develop a framework for information security in the Zimbabwean hotel sector. This framework provides a roadmap for hotels to improve their information security practices and mitigate the risks of cyber threats.