

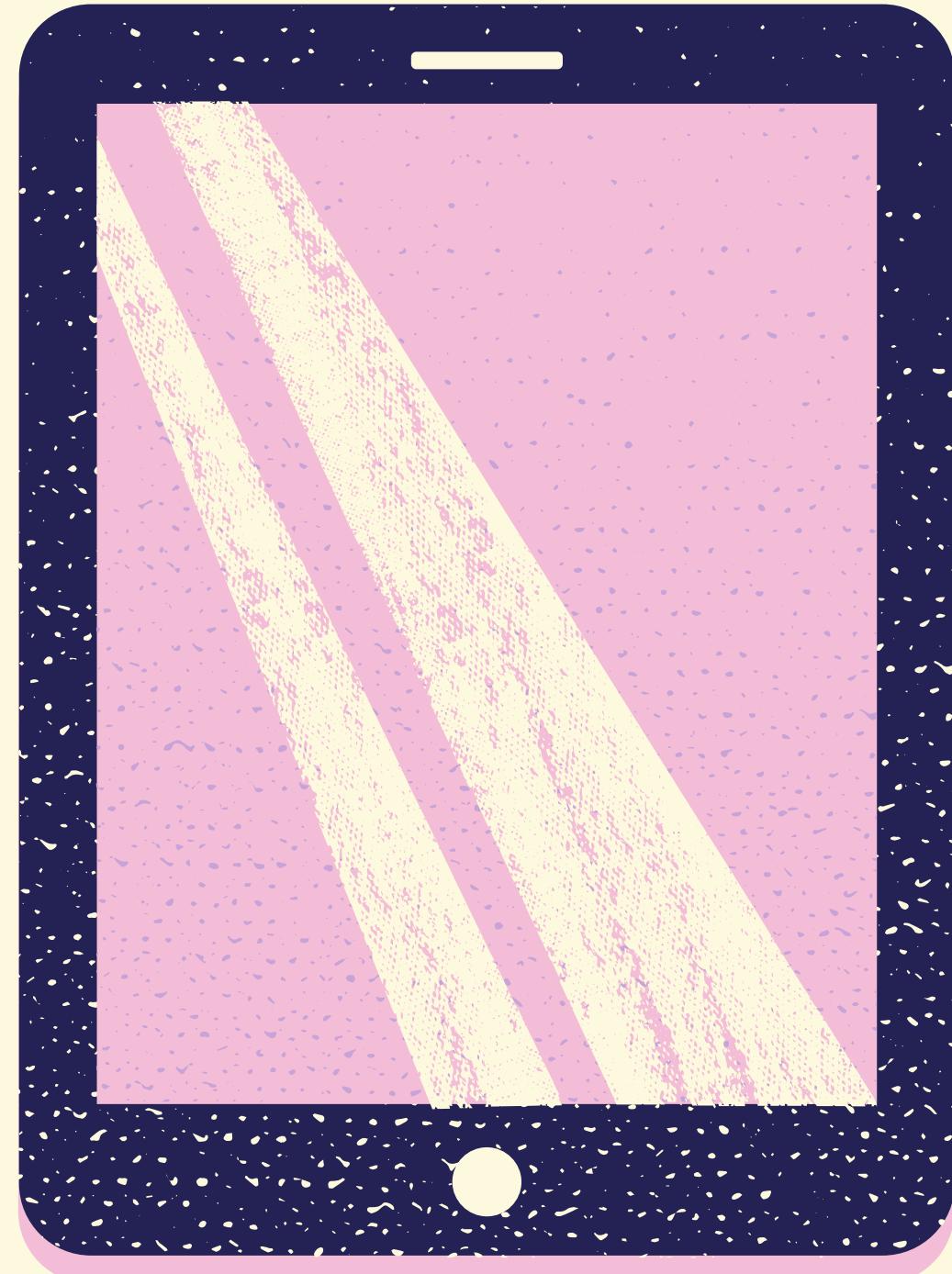
Oh no! Data Breach

Tips on how to deal with a data breach



Identify the Breach!

Personal data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data.



Check if your systems are working.

If the breach is still in progress - try to stop it if possible.

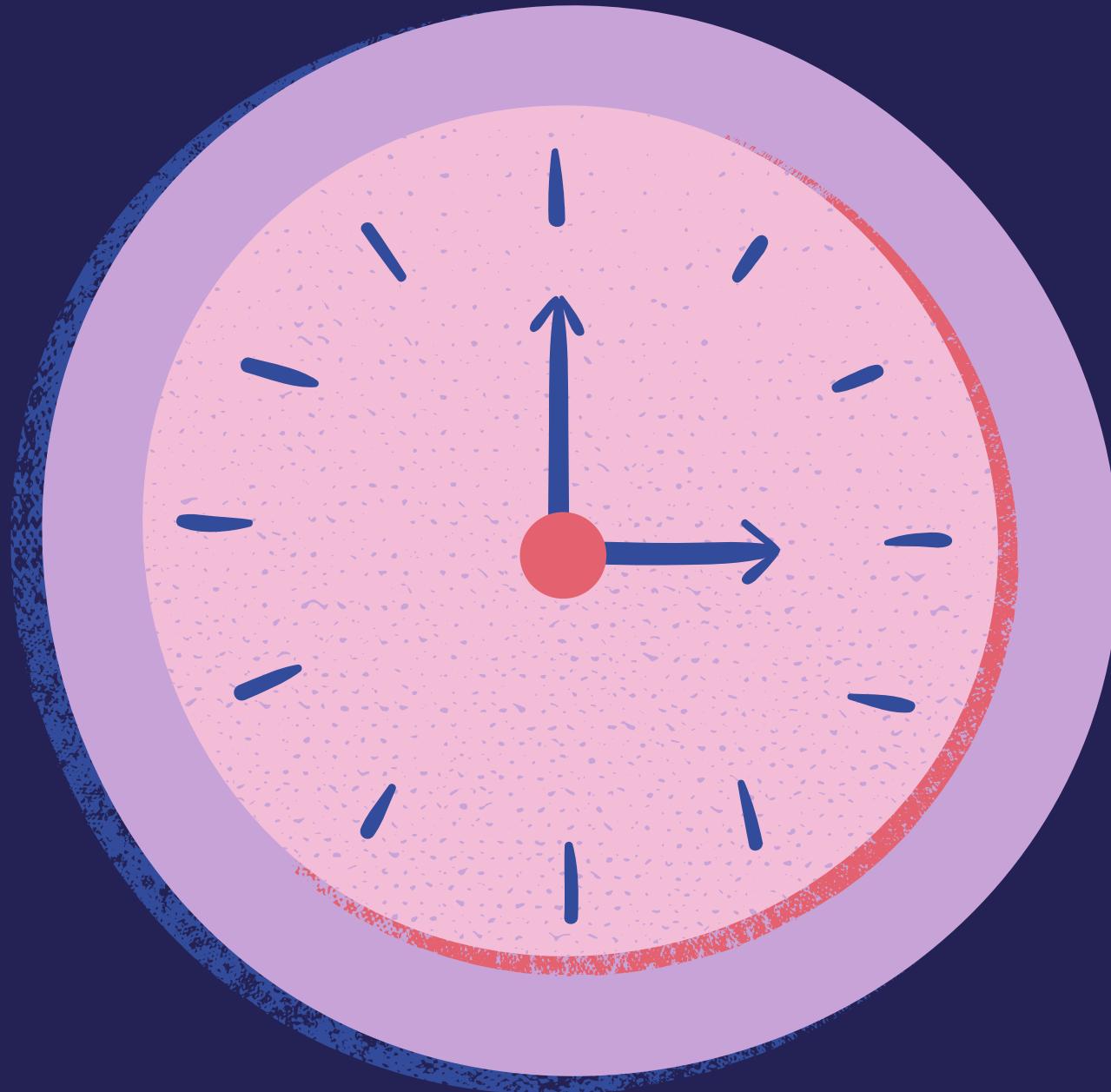
Check if there are additional security or safety risks. Is there a chance of a new data breach?



Document everything.

Write incident report or fill incident report form.

If possible try to find out the type and the extent of data breach,
categories of affected personal data.



Time is of the essence.

You have to notify the supervisory authority **within 72 hours** unless there is no risk to the rights and freedoms.

Communicate the personal data breach to affected data subjects.

Be straightforward and transparent with data subjects.
Avoid technical or legal vocabulary.

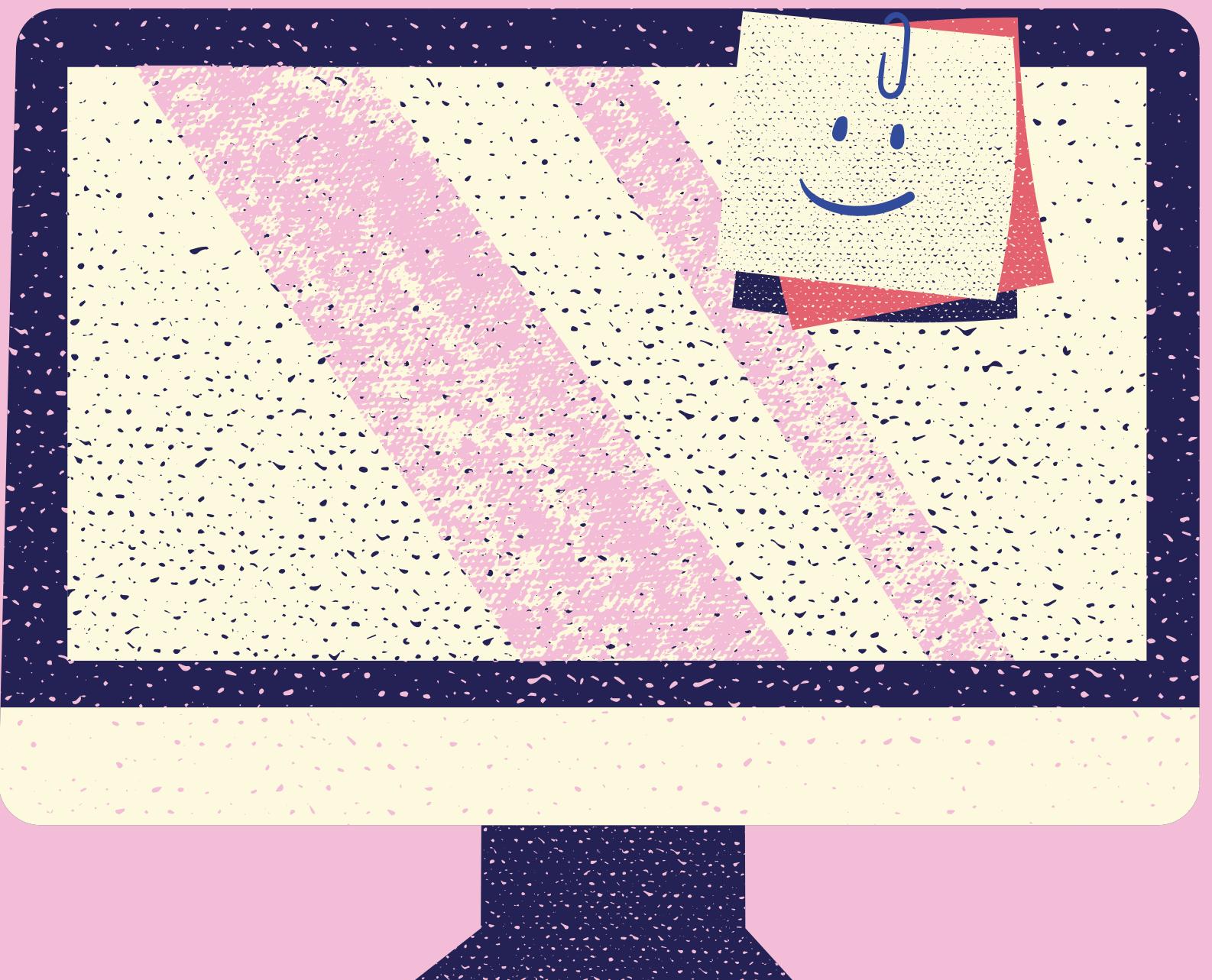
Apologize. Keep the company reputation in mind.

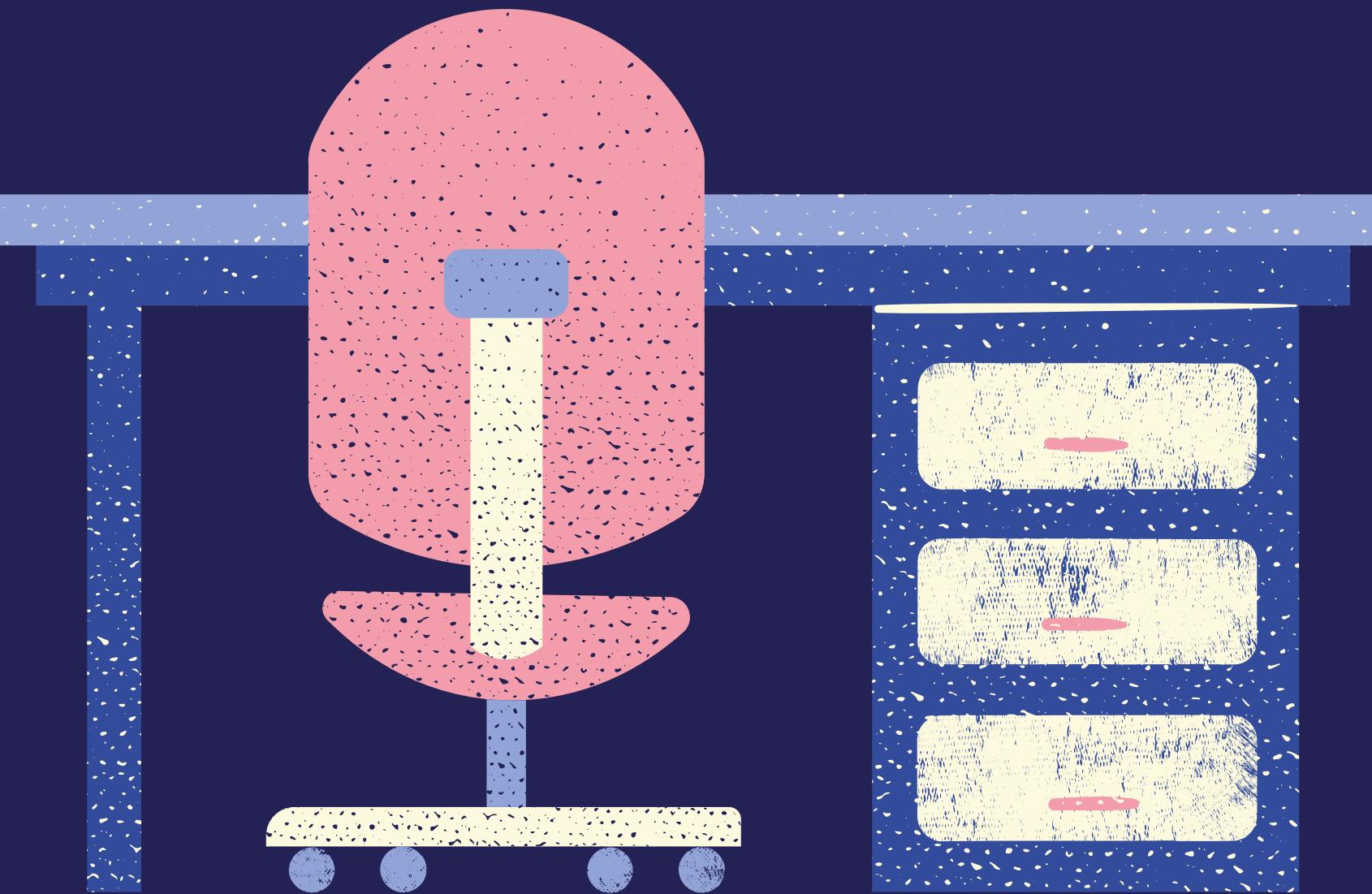
Give your full attention.

Cooperate with supervisory authority and competent authorities .

Delegate one person to serve as liaison and keep the process under supervision.

Document any request from supervisory authority and other competent authorities.

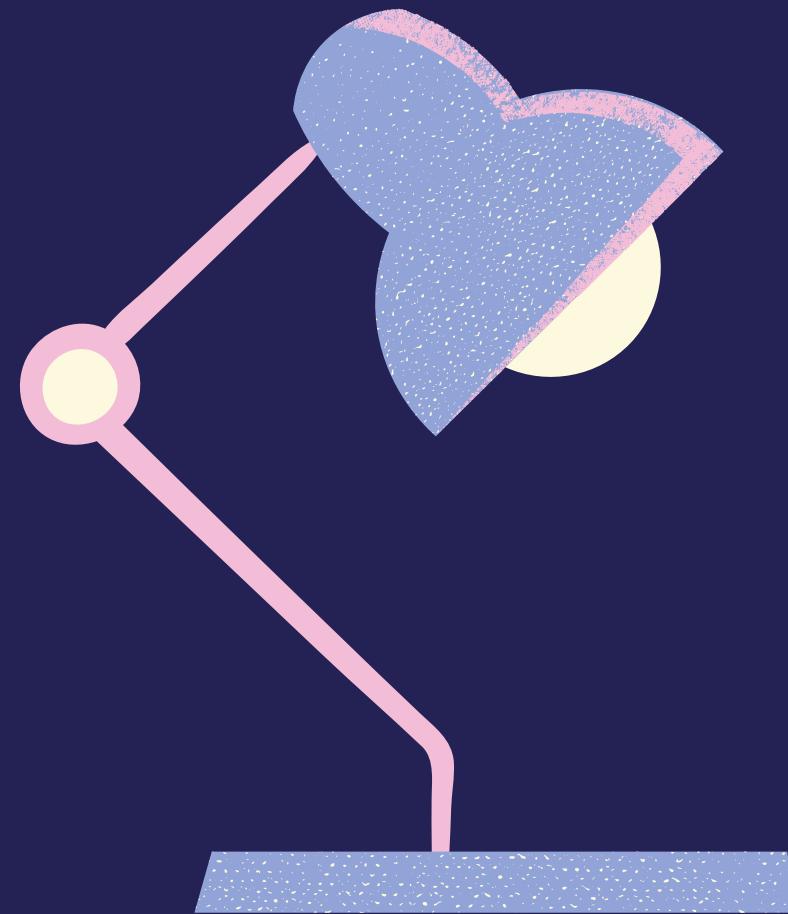




Get expert help.

If needed contract an external expert or a consulting company. If possible have your DPO cooperate and coordinate with an external expert.

Always keep your stakeholders and management informed and in the loop.



Conduct internal investigation.

If possible secure affected devices and preserve the evidence.

Analyze your safeguards and security measures.



Analyze the incident and improve.

Conduct thorough analysis. Take your time and be as detailed as possible.

Improve your safeguards and security measures. Take the necessary steps to avoid similar data breaches in the future.

After implementation of improved safeguards and security measures **always** test them.



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