

DATA BREACH RESPONSE

A Guide for Business



\rightarrow
 m
 m , m , m
 m , m , m
 \rightarrow m
 \rightarrow m m m ? A
 m F \rightarrow T C mm (FTC) \rightarrow
 m m ,

T
 \rightarrow . F m m
 m , \rightarrow m ,
 FTC' / f : A
 G f B : A G
 f B .

Secure Your Operations

M
m

m
.T

Stop additional data loss. T → f m
r mm → ' m f
.C → m → .l → ,
→ m → f .l

Fix Vulnerabilities

Think about service providers. I

- , m → m
- .A , m
- .I m
- → , → , .

Check your network segmentation.

- , → → m
- →
- . m → f →
- .I m → , .

Work with your forensics experts. F m

- .A → .R →
- m m
- .A , → , m
- .V m m m ,
- m → f ,
- m → .
- , mm m → m
- .

Have a communications plan. C m

- → f m → , [(-US)/MO

A
T
G mm
m m m

Notify Appropriate Parties

m , f , f

Determine your legal requirements.

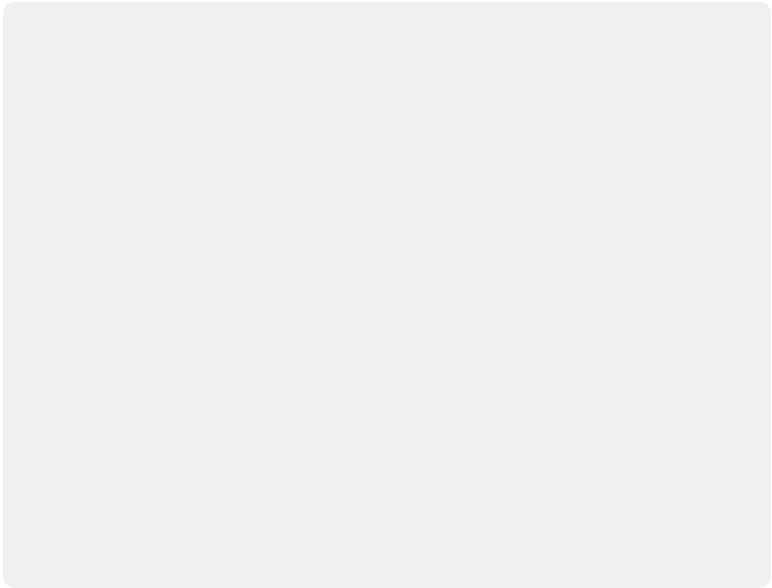
M , D C m , P R ,
V L
m .l
m
C
m

Notify Law Enforcement

C m mm R
T
m
f .l m
m m m ,
FBI U.S.S S .F
m , U.S.P I S

Did the breach involve electronic health information?

T
N
R
m
C
F C' H B
N
m
A
N
U.S. D
m
H
H m S (HHS)



I → , m →

I m S S m
→ , m
m . l m m m →
→ ,
mm →
→

E : . m 1-800-685-1111

E : m m

→ , FTC mm :

- **consult with your law enforcement contact**
m , m
- **designate a point person within your organization for releasing information.**

»

»

»

C

- Tell people what steps they can take, given the type of information exposed, and provide relevant contact information. F

S S m

IRS I

P S U 1-800-908-4490.

S I T / m

m m ,

m

.C m

m

10.

- Include current information about how to recover from identity theft. F
- Consider providing information about the law enforcement agency working on the case, if the law enforcement agency agrees that would help.

I m m

m m .

- Encourage people who discover that their information has been misused to file a complaint with the FTC, using [IdentityTheft.gov](https://www.identitytheft.gov). T

N
m
C m S
m

- Describe how you'll contact consumers in the future. F m , m m

m , .l ' m
m m m .T m
m , m
m ' .S m
m
.T m
m m

Model Letter

N m C m /L D : I D

NOTICE OF DATA BREACH

D I N m :

C m N m .

H ?

D , m (). m

I m I ?

T m m .

A D

D , : , m ; m (m).

C D

mm

.A

.C

m

.A

m

.T

E : m 1-800-685-1111

E : m 1-888-397-3742

T U : m 1-888-909-8872

R

.E

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mm

(FTC)

mm

.T

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m

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FTC'

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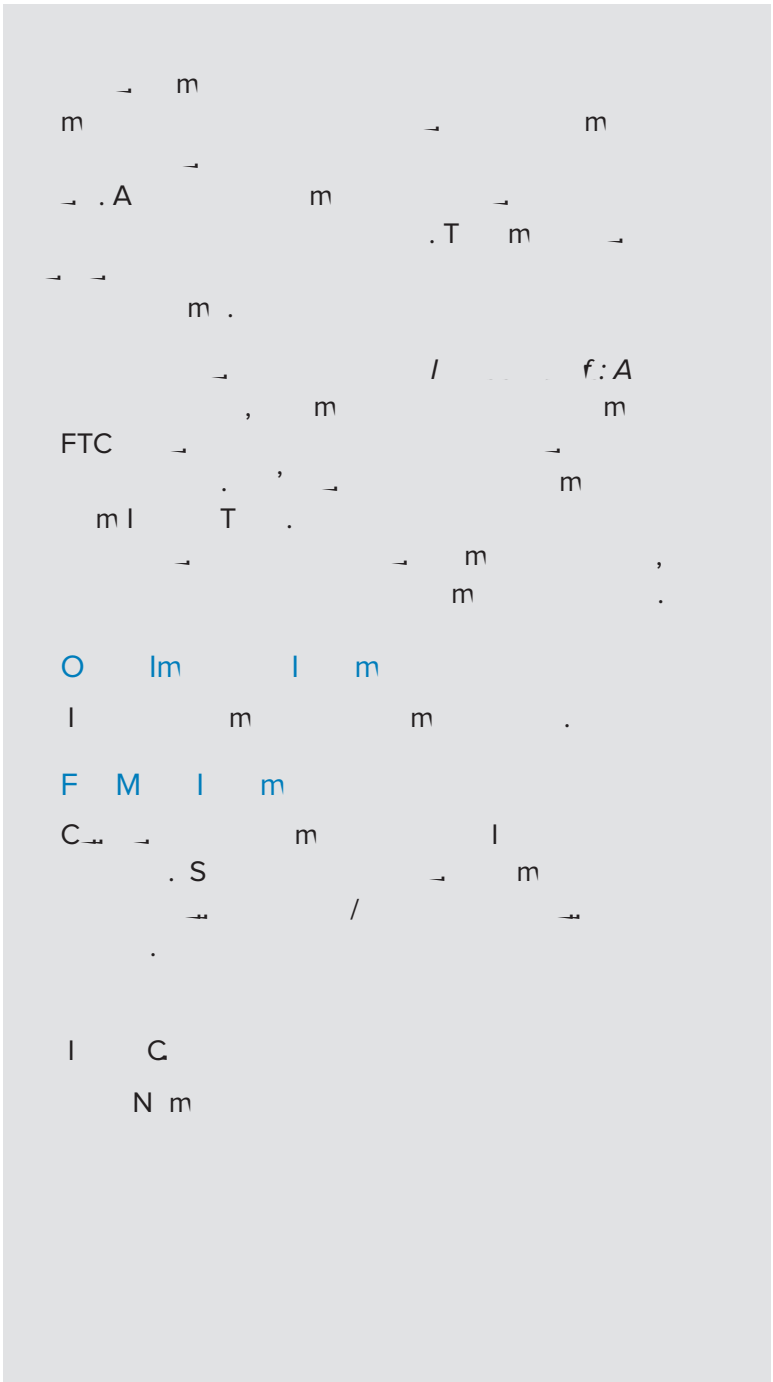
m

FTC' C

m

S

N



What information was lost or exposed?

S → S m

— I m → — T mm
m f T
m , m
.S → S m

— G m → . m. R m IRS.
C , → D ' →
.→ →

— C → .A
m
m S → S
m ,
m IRS.

• I → , — C
m → . m.
→ → m
m

• I
→ ,
→ →

For More Guidance From the FTC

T
I
R
C
F

FTC 1-877-ID-THEFT (877-438-4338).

.T FTC

.B FTC

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