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Data Breach Response Process Flowchart

MAINTAIN INFORMATION SECURITY – APP 11

Protect information from misuse, interference and loss, from unauthorised access, modification or disclosure. To comply with their obligations under the APPs, the School's MNDB Management Team **(MNDBMT)** should consider:

- the sensitivity of the personal information
- the harm likely to flow from a security breach
- developing a compliance and monitoring plan, and
- regularly reviewing the School's information security measures.

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DATA BREACH OCCURS

Personal information is lost or subjected to unauthorised access, modification, use or disclosure, or other misuse or interference.

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KEY STEPS IN RESPONDING TO A DATA BREACH

Step 1	Contain the breach and make a preliminary assessment	• Take immediate steps to contain breach • Designate person / team to coordinate response **(MNDBMT)**
Step 2	Evaluate the risks for individuals associated with the breach	• Consider what personal information is involved • Determine whether the context of the information is important • Establish the cause and extent of the breach • Identify what is the risk of harm
Step 3	Consider breach notification	• Risk analysis on a case-by-case basis • Not all breaches necessarily warrant notification

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SHOULD AFFECTED INDIVIDUALS BE NOTIFIED?

Where there is a real risk of serious harm, notification may enable individuals to take steps to avoid or mitigate harm.
Consider:

- Legal / contractual obligations to notify
- Risk of harm to individuals (identity crime, physical harm, humiliation, damage to reputation, loss of business or employment opportunities

Process of Notification

- **When?** – as soon as possible
- **How?** – direct contact preferred (mail / phone / email)
- **Who?** – entity with the direct relationship with the affected individual – the Head of School and / or the Head of Finance and Business Services
- **What?** – description of breach, type of personal information involved, steps to help mitigate, contact details for information and assistance.

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SHOULD OTHERS BE NOTIFIED?

- **Office of the Australian Information Commissioner (OAIC)**
- Police / Law Enforcement
- Professional or Regulatory Bodies
- Other agencies or organisations affected by the breach or contractually required to notify

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Step 4	Review the incident and take action to prevent future breaches	• Fully investigate the cause of the breach • Enter details on the **Notification of Data Breaches Register** • Consider developing a prevention plan • Option of audit to ensure plan implemented • Update security / response plan • Make appropriate changes to policies and procedures • Revise staff training practices