

NEWAVE SOLUTIONS

DATA BREACH RESPONSE PLAN



1. Introduction

In today's world, businesses are increasingly vulnerable to data breaches that can compromise sensitive information and damage customer trust. For businesses without a dedicated IT company, having a clear response plan is essential to minimizing damage and protecting your company's assets. This Data Breach Response Plan will guide you, as a business owner, through the critical steps to respond to a breach effectively and with the assistance of your Managed Service Provider and Cybersecurity Insurance Provider.

2. Objective

The purpose of this Data Breach Response Plan is to:

- Quickly contain and mitigate the effects of the breach.
- Safeguard affected individuals and your business from further harm.
- Ensure compliance with legal and regulatory requirements.
- Engage your MSP and Cybersecurity Insurance Provider for expert support.
- Preserve customer trust by handling the breach professionally and transparently.

3. Response Team

Even without a full IT department, it's essential to have key individuals responsible for managing a data breach. Designate roles within your team and contact your MSP for expert guidance.

Incident Response Team (IRT)

- **Business Owner/Team Lead:** [Name, Contact Info]
- **Internal IT Employee (if applicable):** [Name, Contact Info]
- **Legal Counsel:** [Name, Contact Info]
- **Public Relations/Communications:** [Name, Contact Info]
- **Customer Service Lead:** [Name, Contact Info]
- **Managed Service Provider (MSP):** [Your MSP's Contact Info]
- **Cybersecurity Insurance Provider:** [Insurance Provider Contact Info]

Note: Your MSP will play a critical role in managing the breach and should be contacted immediately.

4. Breach Identification and Assessment

Step 1: Detection

- Monitor for unusual or suspicious activity across your systems.
- If an issue is suspected, your internal IT employee should immediately escalate the matter to the business owner.

Step 2: Contact Your MSP

- **Immediately contact [Your MSP's Name] at [Phone Number] or [Email].**
- Provide the details of the suspicious activity or breach.
- Your MSP will conduct a thorough investigation to confirm the breach, assess its scope, and offer immediate mitigation steps.

Step 3: Assessment

- With your MSP's help, determine the nature and extent of the breach:
  - What data was accessed or compromised?
  - How did the breach occur?
- Your MSP will assist with documenting this information for further action.



5. Containment and Mitigation

Step 1: Immediate Containment

- Your MSP will help isolate affected systems, such as disconnecting from networks or revoking access to compromised accounts.
- Work with your internal IT employee to follow your MSP's containment instructions.

Step 2: Notify Your Cybersecurity Insurance Provider

- **Immediately notify your Cybersecurity Insurance Provider at [Insurance Provider's Contact Info].**
- Provide them with details of the breach and follow their guidance for claim processing and any additional steps.

Step 3: Backup and Recovery

- Your MSP will assess and secure your system backups to ensure they are intact.
- Once safe, they will assist with restoring systems from backups to minimize downtime and data loss.

Step 4: Ongoing Monitoring

- With your MSP's support, continue to monitor systems for further suspicious activity.
- Ensure detailed documentation of every step taken during this phase for legal, insurance, and reporting purposes.

6. Breach Notification

Step 1: Legal Requirements

- Work with your legal counsel to understand any regulatory obligations related to the breach.
- Your MSP may provide guidance, but legal counsel should verify which laws apply (e.g., GDPR, CCPA).

Step 2: Notify Affected Individuals

- Notify affected individuals promptly. Include:
  - A description of the breach and when it occurred.
  - The type of data compromised (e.g., personal information, financial data).
  - Steps you are taking to address the breach and prevent future incidents.
  - Recommendations for affected individuals (e.g., password changes, credit monitoring).

Step 3: Notify Regulatory Bodies and Business Partners

- Your MSP or legal counsel can help you determine whether any regulators need to be notified based on the breach's impact.
- If the breach affects business partners or vendors, ensure they are promptly informed.



Step 1:
Internal Communication

- Regularly update employees on the breach status. Ensure they know how to handle customer inquiries or concerns.



Step 2:
External Communication

- Designate a spokesperson (often yourself or a PR/Communications lead) to communicate with the public if necessary.
- Draft clear, professional messages to maintain transparency and trust with customers and the media.

Step 3:
Customer Support

- Provide a dedicated support line or email for affected individuals to contact your team with questions or concerns.

8. Post-Breach Analysis and Improvement

Step 1
Incident Review

- After the breach is contained, meet with your MSP and Incident Response Team to review what went wrong.
- Document the root cause, how the breach was handled, and what could be improved.

Step 2
Plan and Security Updates

- Work with your MSP to strengthen your security policies, implement additional safeguards, and update this response plan based on lessons learned.

Step 3
Employee Training

- Conduct ongoing security training for employees, focusing on how to avoid similar breaches in the future.
- Emphasize the importance of strong password policies, phishing awareness, and data handling procedures.

9. Recordkeeping

Maintain a detailed log of:

- The breach timeline, including when it was detected and contained.
- Actions taken by your MSP, internal team, and cybersecurity insurance provider.
- Communications with affected individuals and regulators.
- Lessons learned and improvements made.



10. Additional Resources

- Guide to securing sensitive data within your company.
- Best practices for employee cybersecurity training.
- Contact information for reporting future data breaches.

11. Managed Service Provider and Cybersecurity Insurance Support

As your trusted Managed Service Provider, we are here to assist you during and after a breach. Should you face any incidents, follow the steps outlined in this plan and contact us immediately. For further information or immediate breach support, contact us at:

[Your MSP Contact Information]
Phone: [Insert Number]
Email: [Insert Email Address]

You should also engage with your Cybersecurity Insurance Provider for additional protection and support during a breach.

This template provides a solid foundation but should be customized to fit your business's specific needs. Regularly updating the plan and conducting drills will ensure your business is prepared to respond effectively in the event of a data breach.



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