

Cybersecurity crisis management

Why?

- Reputation
- Fines
- Breach of contract
- M&A due diligence
- Insurance
- Proprietary information
- Litigation
- Criminal offences
- Negligence

Be prepared

Risk Assessment

- Key Information Assets
- Key Systems
- Threat Analysis
- Security Measures

Toolkit

- Scripts
- Internal and External Communications
- Employee contacts
- Response Plan
- Live Training
- Business Continuity Plan

Key considerations

Customer / individual rights

- Requests for data
- ICO complaints
- Group litigation orders
- Resolution mechanisms

B2B relationships

- Contractual obligations
- Contractual liability
- Tort

Reputation management

- Media strategy
- Customer interaction
- Employee engagement

Commercial

- Proprietary Information/ Trade Secrets
- System Disruption

Regulatory issues

- ICO
- FCA
- Market authorities
- Other regulators

Privacy & data protection

- Jurisdictions involved
- Reporting obligations
 - individuals
 - authorities

Evidence

- Law Enforcement Involvement
- Legal Privilege
- Preservation of Evidence

Response

Crisis Team

- Legal (internal and external)
- IT/IT Forensics
- PR
- Regulatory
- DPO
- Executive committee
- HR
- Vendor manager

Key Actions

- Work with forensic investigators to:
 - Identify and contain breach
 - Gather/preserve evidence
 - Maximise legal privilege coverage
- Contact crisis team
- Bring in external partners
- Identify key risks and priorities based on nature of breach
- Assess notification requirements
- Communications
- Regulatory notifications

Key contacts



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Noted for Data Protection

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