



# The First 24 Hours

## Data Breach Resolution Checklist



Acting quickly following a data breach can help you regain your security, preserve evidence and protect your brand. Make these tips the first steps you take toward data breach resolution.

- ✓ **Fix the issue that caused the breach**
  - Prevent further exposure of personally identifying information (PII)
  - Determine if you have other security gaps or risks
  
- ✓ **Begin to execute your data breach response plan, if you have one in place**
  - Alert the response team
  - Have incident response manager take ownership of next steps
  
- ✓ **Determine the facts and circumstances of the data breach**
  - Interview the person(s) who discovered the incident
  - Document the date and time of the breach
  - Determine the type of data compromised and how it was stolen
  
- ✓ **Inform law enforcement (FBI, secret service, etc.)**
  
- ✓ **Engage your internal and external legal counsel and privacy and compliance teams**
  - Identify legal obligations
  
- ✓ **Prepare to meet notification requirements**
  
- ✓ **Determine your approach to crisis management**
  - Engage your PR/crisis management team
  - Contain leaks about the breach
  - Choose a spokesperson for internal/external communications
  - Include investor relations

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- ☑ **Identify the key business stakeholders in addressing the data breach**
  - Include management, legal, IT, HR and external consultants
  
- ☑ **Investigate the breach with your forensics firm**
  - Secure compromised devices and preserve evidence
  - Find out if any countermeasures, such as encryption, were enabled when the compromise occurred
  - Analyze preserved or reconstructed data sources
  - Ascertain the number of suspected people affected and type of information compromised
  - Align compromised PII with customer names and addresses for notification
  
- ☑ **Contact your data breach resolution partner**
  - Execute on the terms of your pre-breach plan
  - Begin negotiations for incident management, notification, call center support, identity protection services, fraud resolution and reporting if no pre-breach plan is in place
  
- ☑ **Identify critical business objectives**
  - Know what objectives might compete with addressing the breach so they do not come as a surprise when you begin to execute your incident response plan

Contact an Experian® Data Breach Resolution professional to learn more at **1 877 534 7034** or [databreachinfo@experian.com](mailto:databreachinfo@experian.com)