Privacy breach response procedure

SOP TEMPLATE

Check this template against your local regulations and your own policies before you use it.

SOP no.		Version		Effective date	
Owner		Approver		Review date	

Purpose

To limit the harm when client information is exposed, and meet the privacy law's notification rules.

Scope

Any loss of, or unauthorised access to, client information, on paper or electronically.

Responsibilities

Role	Responsibility
All staff	Report any suspected breach to the privacy officer straight away.
Privacy officer	Leads the response, decides on notification and keeps the register.

Procedure

1. **Report it**

   Tell the privacy officer at once, with what happened and what information is involved.

2. **Contain it**

   Recall the email, change passwords, lock accounts or retrieve the documents.

3. **Assess the harm**

   Work out what information was exposed, whose, and whether it could cause serious harm such as identity fraud.

4. **Notify**

   If the law requires it, notify affected clients and the privacy regulator, saying what happened and what they should do.

   > **Caution:** Notification time limits can be short. Start the assessment the same day.

5. **Fix and review**

   Fix the cause, record the breach in the register and review whether training or systems need to change.

Records

- The breach register.
- The assessment and any notifications sent.

Related documents

- Client identification procedure

Revision history

Version	Date	What changed	Approved by