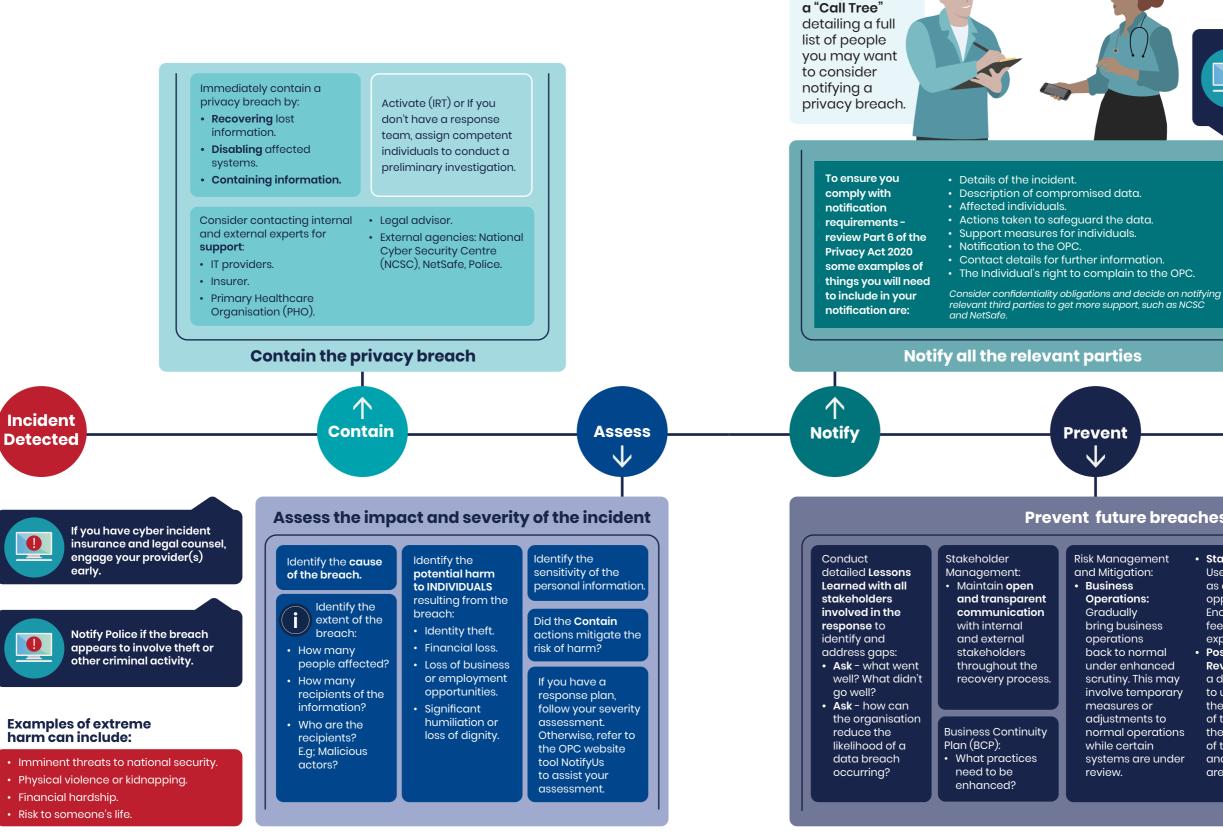
2.3 Response – Immediate Response Steps

Use this step-by-step guide to respond to a privacy breach incident. For more details, refer to OPC's principles and website tool NotifyUs to get more support. This response process can be used as a pull out for ease of reference in an active incident.







You need to notify the Office of the Privacy Commissioner (OPC) within 72 hours if you believe you have had a data or privacy breach that could cause serious harm.

Please refer to page 21 for



Prevent future breaches

- bring business
- under enhanced scrutiny. This may involve temporary measures or adjustments to normal operations while certain systems are under
- Staff Training: Use the incident as a training opportunity. Encourage staff to feedback on their experiences.
- Post Breach Review: Conduct a detailed review to understand the root causes of the breach, the effectiveness of the response. and to identify areas that need

to be improved or changes required to policies and procedures.

Policies and Procedures: Review and update policies and procedures to reflect amended or additional requirements required following guidance provided in this handbook.