



# Report an incident

## Report an incident

Our security teams rely on your reports to be able to respond to a situation. Listen to your gut and report anything unusual to us – it's better you contact us too much than not enough.



### IT security incident

Examples of IT security incidents include:

- Malware infection
- Phishing
- Denial of Service
- Account hijacking
- Insider threats
- Service outages



### Data breach

Examples of data breaches include:

- Loss of data
- Unauthorised access to data
- Unauthorised disclosure of data
- Unauthorised modification of data
- Unauthorised deletion of data
- Unauthorised access to sensitive data



### Physical incident

Examples of physical incidents include:

- Loss of hardware
- Unauthorised access to physical data
- Unauthorised disclosure of physical data
- Unauthorised modification of physical data
- Unauthorised deletion of physical data
- Unauthorised access to sensitive data

The Data Protection team then decides whether or not an external report to the relevant data protection supervisory authority is required and takes on this task together with the relevant parties.

## What is an IT security incident or a cyber security incident?

A cyber incident (= emergency) is when unauthorised persons can access our data and/or paralyse our IT systems.

Examples:

- 1. Unauthorised access to our IT systems
- 2. Unauthorised access to our data
- 3. Unauthorised disclosure of our data
- 4. Unauthorised modification of our data
- 5. Unauthorised deletion of our data
- 6. Unauthorised access to our IT systems
- 7. Unauthorised access to our data
- 8. Unauthorised disclosure of our data



If personal data is involved in an IT security incident, this almost automatically means a data breach has also occurred.

## What is a data breach?

We have a (potential) data breach when unauthorised persons gain access to personal data. A few examples:



- 1. Unauthorised access to our data
- 2. Unauthorised disclosure of our data
- 3. Unauthorised modification of our data
- 4. Unauthorised deletion of our data
- 5. Unauthorised access to our data
- 6. Unauthorised disclosure of our data
- 7. Unauthorised modification of our data
- 8. Unauthorised deletion of our data

Examples of data breaches include:

- 1. Unauthorised access to our data
- 2. Unauthorised disclosure of our data
- 3. Unauthorised modification of our data
- 4. Unauthorised deletion of our data
- 5. Unauthorised access to our data
- 6. Unauthorised disclosure of our data
- 7. Unauthorised modification of our data
- 8. Unauthorised deletion of our data