GDPRiS Platform v2 Guidance for Users

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General Staff

Incident Log

Important Notice:

GDPRiS reserves the right to make changes to this document and to the related software at any time without notice. The information in this document has been carefully checked for its accuracy; however, GDPRiS makes no warranty relating to the correctness of this document.

Incidents

The aim of the Incident Log is to provide you with a central location to log both Data Breaches and Cyber-attacks.

Historically the GDPRiS portal only allowed users to log data breaches, now the portal can cater for both data breaches and cyber-attacks. Since both data breaches and cyber-attacks are classed as Incidents, we have introduced a new section called "**Incident Log**".

Incident typical meaning – *"an action likely to lead to grave consequences"*

Add an Incident

Navigate to **Incident Log** via the tile on the **Dashboard** or **Incident Log** on the **Navigation Pane**.

Click the **Add Incident** button and a pop-up window will appear.

Fill in the relevant information required:

Discovered – When the Incident came to the attention of a member of staff

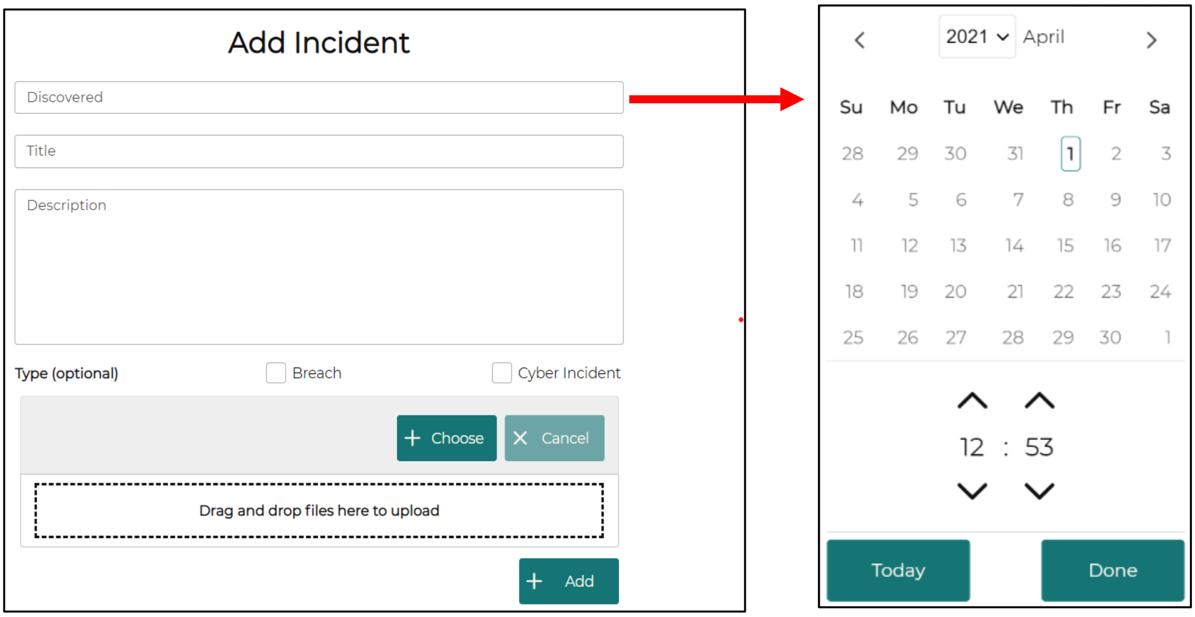
Title – A rough descriptive title which identifies what the incident refers to

Description – Describe what has happened with regards to the incident however please refrain from adding any personal identifiable information.

Type – You can select either a Breach or a Cyber Incident or both depending on the type of Incident which you are raising. If you are unsure, you can leave as unselected.

Attach Document – An option has been provided for you to attach a document if required.

NB. Once added this cannot be deleted.



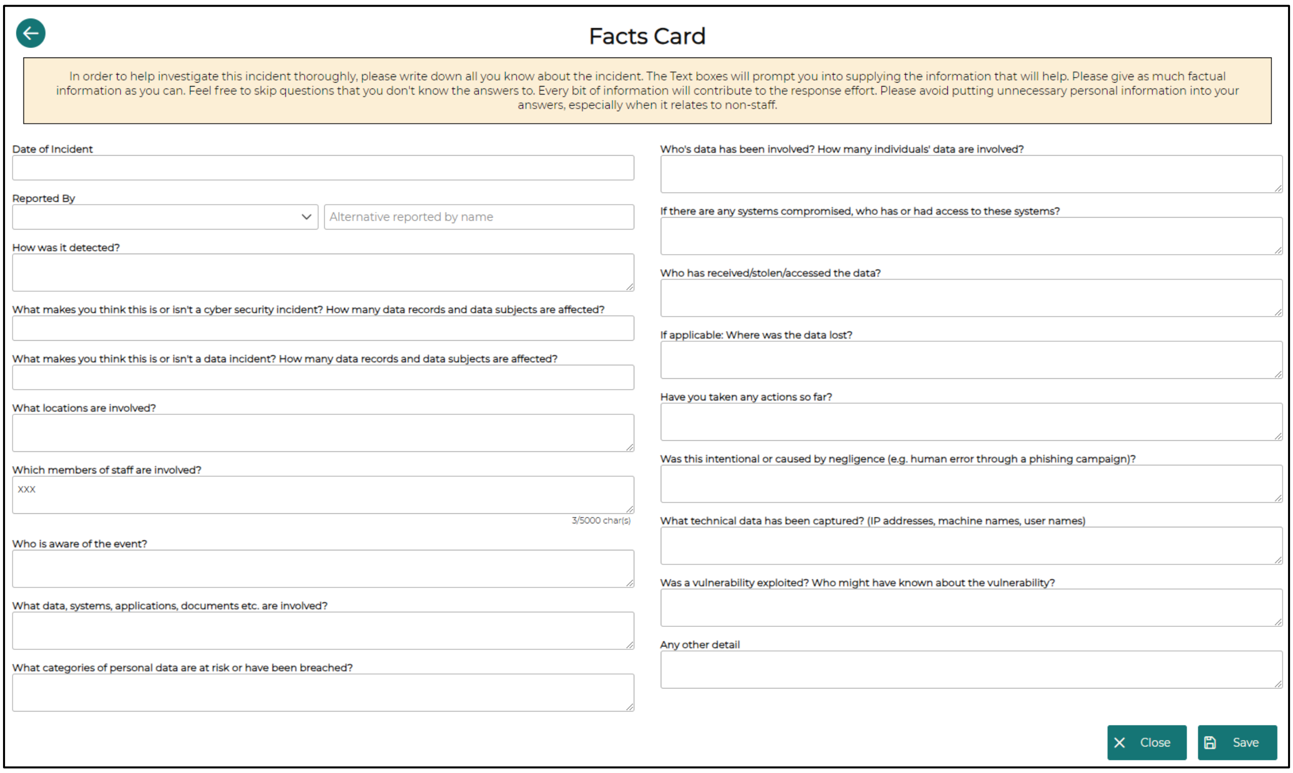
Su	Mo	Tu	We	Th	Fr	Sa
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	1

Facts Card

Once the Incident has been created you will be shown the "**Facts Card**" for you to fill in, to the best of your abilities to provide as much information as you can regarding the Incident.

The purpose of the Facts Card is to provide as much information as you can as the raiser of the incident so that the appropriate members of staff can use that information in dealing with the incident.

Fill in as much information as you can and then click "**Save**" if you have made changes or "**Close**" if you simply wish to skip this page at this moment in time. You will be able to come back to the **Facts Card** later in the process if you choose to.



Facts Card

In order to help investigate this incident thoroughly, please write down all you know about the incident. The Text boxes will prompt you into supplying the information that will help. Please give as much factual information as you can. Feel free to skip questions that you don't know the answers to. Every bit of information will contribute to the response effort. Please avoid putting unnecessary personal information into your answers, especially when it relates to non-staff.

Date of Incident

Reported By

Alternative reported by name

How was it detected?

What makes you think this is or isn't a cyber security incident? How many data records and data subjects are affected?

What makes you think this is or isn't a data incident? How many data records and data subjects are affected?

What locations are involved?

Which members of staff are involved?

XXX

3/5000 char(s)

Who is aware of the event?

What data, systems, applications, documents etc. are involved?

What categories of personal data are at risk or have been breached?

Who's data has been involved? How many individuals' data are involved?

If there are any systems compromised, who has or had access to these systems?

Who has received/stolen/accessed the data?

If applicable: Where was the data lost?

Have you taken any actions so far?

Was this intentional or caused by negligence (e.g. human error through a phishing campaign)?

What technical data has been captured? (IP addresses, machine names, user names)

Was a vulnerability exploited? Who might have known about the vulnerability?

Any other detail

Contact the Customer Success Team

Office hours

Mon-Thurs: 09:00 - 16:30 GMT

Fri: 09:00 – 15:30 GMT

If you require assistance regarding any section of this help guide, please do not hesitate to contact us via one of the following methods:

Tel: 02039 610 110

Mail: support@gdpris.co.uk