



Cyber Liability Insurance Incident Response Process



HOW DO I NOTIFY THE BREACH RESPONSE TEAM AND WHAT IS THE PROCESS?

This is not the time to learn on the job.

How you handle a cyber breach can be critical to the operations of your business and reputation. Having an effective incident response plan in place is a complicated process and it involves carefully set of decisions and expertise.

With the Delta Cyber Liability Policy, you will have access to incident response experts who have helped clients handle thousands of data and cyber breaches, and who will be with you every step of the way.

1. Purchase.

Your organisation purchases a **Delta Cyber Liability Policy**, giving you access to a dedicated team of cyber incident response professionals who will assist you at every stage of an incident investigation and breach response.

2. Notify.

You can notify our **Incident Response Team** of the potential breach or incident by either phone or email:

Available 24/7/365

Toll Free Number: 1-800-767-985

Email: cyberclaims@deltainsurance.com.au

3. Mobilise.

The **Incident Response Team** will confirm receipt of the notification, explain their responsibilities and their role in the incident response process, outline an initial plan of action.

4. Co-ordinate.

The **Incident Response Team** works with you and your IT team to assist with any formal notification to Delta, allocating a dedicated response manager to you, co-ordinating incident response vendors, review any potential third party involvement or regulatory exposure.

5. Guide.

With expert incident response guidance, you can decide on how to proceed in managing the incident.

If notification is required, you may need to consider credit or identity monitoring solutions and prepare for public and regulatory enquiries.

6. Monitor.

Affected individual/s receive their notification letters and may enroll in offered monitoring services.

7. Report.

You will receive ongoing progress reports.

Your **Incident Response Manager** stays close with you throughout the whole process.