

**Deloitte.**



## **Customer Breach Support**

A Deloitte managed service

Notifying, supporting and protecting your customers through a data breach



# Protecting your customers, your brand and your reputation

## The value of a planned breach response

Crises, incidents and operational resilience issues are inevitable. Whether it is a system outage, cyber attack or commercial event, all organisations will experience challenges that impact business.

Cyber attacks remain a prominent threat, with 59% of medium and 69% of large UK businesses identifying a cyber attack in the first 6 months of 2023. However, the unavoidable threat of human error remains prevalent - with 52% of all reported breaches resulting from human error.

A breach puts your customers at risk of identity theft and fraud. It damages the trust, confidence and loyalty they have in your organisation. It threatens your reputation, your customer base and ultimately your revenue. Even the most well governed organisations can be caught off-guard by increasingly sophisticated cyber attacks.

Deloitte's **Customer Breach Support** service helps clients minimise the impact of a data breach — by putting your customers at the heart of your response and hand holding them through the days and weeks following an incident.

Our comprehensive offering includes customer breach notification plans and communications, and the scalable infrastructure and trained resource to engage, support and protect your customers — and thus your organisation — through the crisis.

## A planned response means...



### Protecting your reputation

Customer trust and loyalty are fragile and during a crisis depend on how swiftly and effectively an organisation responds to protect the needs of its customers.

Failure to do the right thing — keeping them well informed, supported and provisioned with appropriate identity protection tools and advice — could irreparably damage that trust and loyalty.

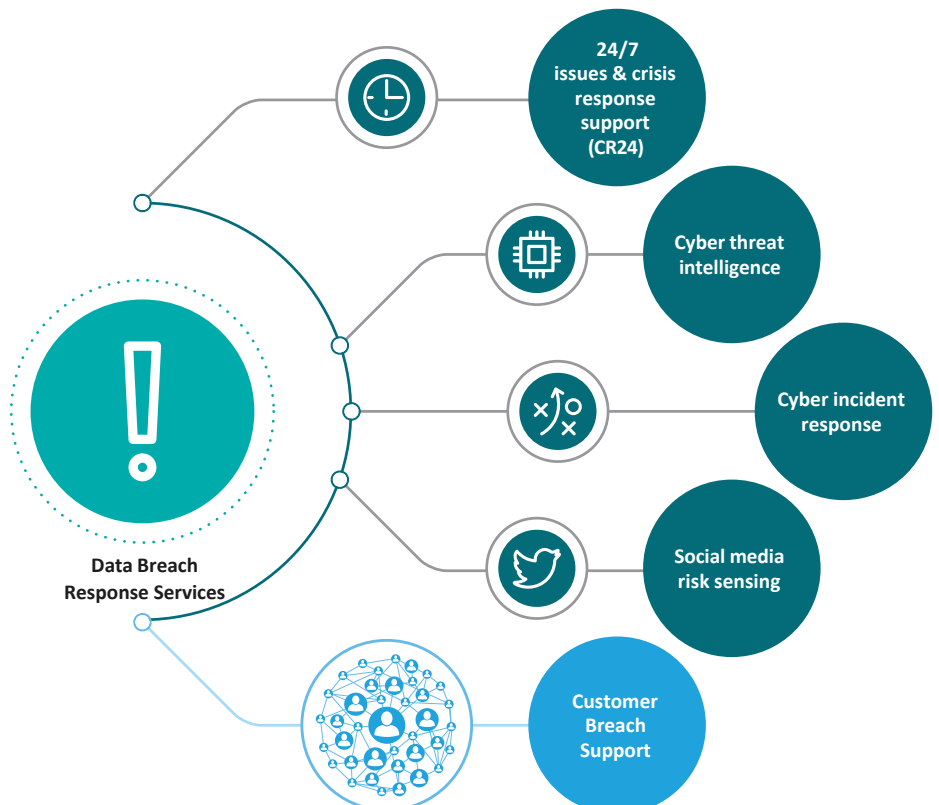


### Complying with regulation

The General Data Protection Regulation in Europe mandates that all organisations that control data and have customers in Europe are in scope.

Organisations must:

- Report a data breach to the appropriate Regulator within 72 hours
- Have appropriate plans in place to address the breach
- Notify every affected customer without undue delay



# Containing the impact of a data breach

## In the event of a breach

When encountering a breach, organisations must move swiftly to communicate and engage with affected customers, clients, employees and other stakeholders, providing the right level of support to minimise their concerns, answer questions and alleviate fear - thus reducing reputational impact.

An effective data breach response is by its very nature both complex and logistically challenging. When disaster strikes and a breach is uncovered there is little time and rarely the capacity within most organisations to deal with the immediate internal and external impacts whilst simultaneously continuing with 'business as usual' operations.

In our experience, there are five key challenges an organisation faces in the event of a data breach:



### Capacity

Surge capacity must be available at short notice to offer customer engagement and support followed by ID monitoring & repair if needed; all without disrupting an organisation's day-to-day business.



### Speed

Mobilisation of the appropriate outbound customer notification and inbound customer support processes according to the timelines expected by the Regulator and customers.



### Communications

Appropriate communication channels, customer messaging, FAQs, call scripting to reach and support customers.



### Knowledge

Relevant specialist resource to support customers with identity protection and repair, credit monitoring and fraud alerting.



### Coordination

Managing and coordinating the required infrastructure at pace, on top of business as usual.



# Data breach impacts 110 million customers worldwide

**Data compromised:**

110 million customer names, addresses, e-mail addresses, telephone numbers, credit and debit card numbers

**Impact on company:**

Cost of \$236 million including:

- Reputation: 10% drop in share prices
- Customer base: 46% drop in year on year sales for that quarter
- Loss of Chief Executive Officer
- An additional \$100 million spent on security post-breach

...the [data] controller shall communicate the personal data breach to the data subject **without undue delay...**

**The General Data Protection Regulation (GDPR) Article 34, "Communication of a personal data breach to the data subject"**



# Customer Breach Support by Deloitte

## **We offer clients ongoing peace of mind with our comprehensive, end-to-end managed service**

From the moment Deloitte is alerted of a breach we focus on providing our clients and their customers with a fast and effective service. We notify, support and protect the end consumer and their identities, minimising the potential operational, reputational and financial risks.

Our response is based on a specialist pre-breach programme. We will implement the appropriate strategy, processes, communication materials, resources and capacity, ensuring data is appropriately structured for an outreach. The service guarantees that critical elements of breach response planning are covered in advance of an incident. When a crisis hits, our clients have the right foundations in place to enable us to swiftly take the best possible care of their customers.



## The service

There are two core components to our managed service:

# 1.0

## Pre Breach

### Reserved Response Support (RRS)

Under the RRS contract, we provide:

#### 1. A full readiness programme including:

- Bespoke customer notification and communications strategy
- Breach notification plan templates and agreed scripts
- Data analysis for customer outreach
- Walk through desktop exercise to validate assumptions
- Simulation exercise to validate plans and test scripts, processes and systems

#### 2. Guaranteed resource and capacity:

- Customer response forecasting aligned to the customer size and profile
- Resources including call handling capacity to meet the specific customer scale requirements
- 24/7 client response
- Dedicated account manager
- Full Service Level Agreements

# 2.0

## Post Breach

### Live Breach Support (LBS)

Upon breach activation we provide a dedicated response management team who will coordinate the response to customers, enabling identity protection and remediation services to commence. This includes:

- A Deloitte "Operations Hub" to coordinate the response
- Implementation of the response strategy, tailored to the specific incident

- Customer outreach infrastructure and resource
- Trained call handling capability
- Specialist identity protection advisory team
- Credit monitoring services
- Fraud alerting/dark web monitoring
- Reporting, analytics and management information

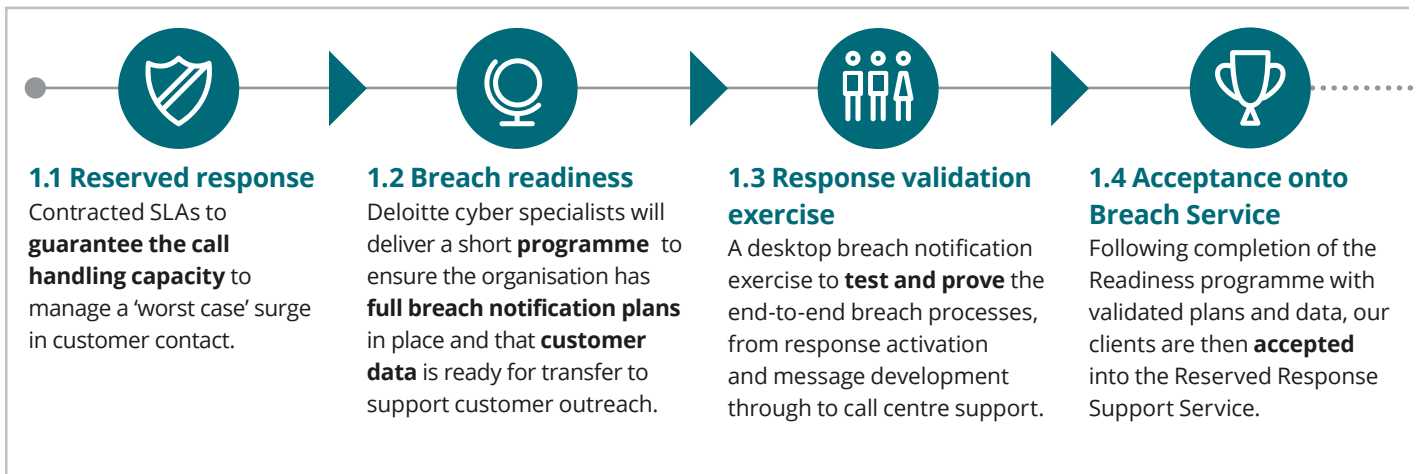
Deloitte has 20 years' experience running managed services for our clients, successfully delivering large-scale processing, remediation, data management and customer outreach solutions. Our well-established model combines infrastructure, people, technology and processes into a comprehensive end-to-end managed service delivered by our experienced operations teams.



# Pre-breach: Reserved response support

## Reserved guaranteed support to manage all customer breach engagement

Subscribing to the reserved response service ensures organisations have the capability and capacity in place to respond effectively to their customers' needs. A specialist Deloitte team carries out the preparatory phases and our experienced *Operational Hub* delivers the following infrastructure, capacity and breach response procedures:



Once fully on board, we offer clients ongoing peace of mind with our comprehensive end-to-end managed service. We guarantee the appropriate infrastructure, capacity, skills and logistical reach to respond swiftly and effectively to customer breaches on any scale.



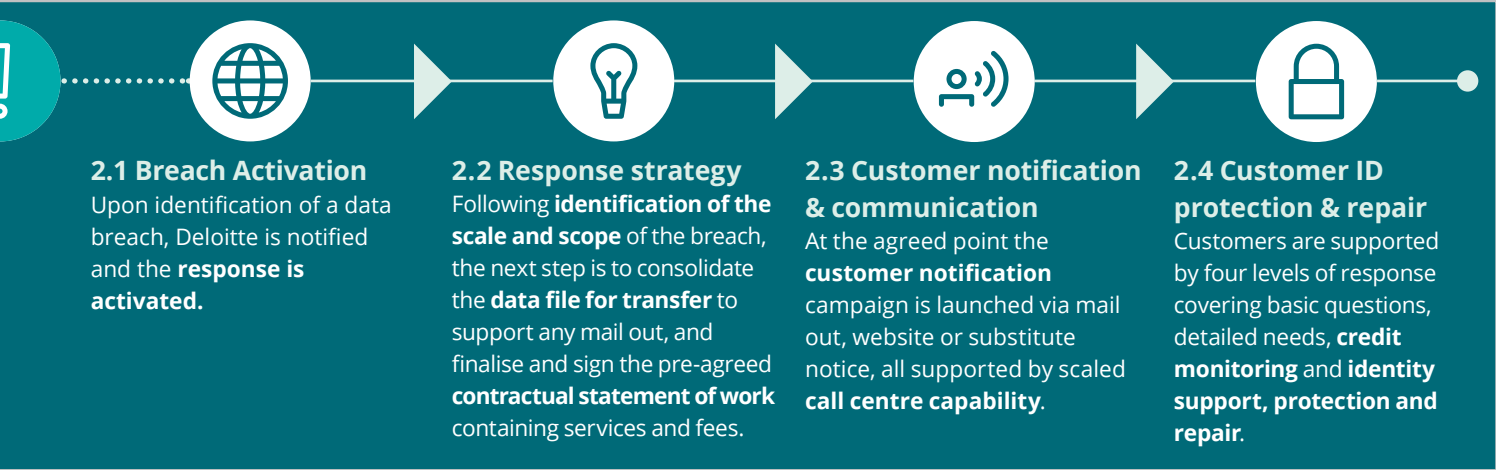




# Post-breach: Live Breach Support

Customer notification, support and protection ready to respond at scale when needed.

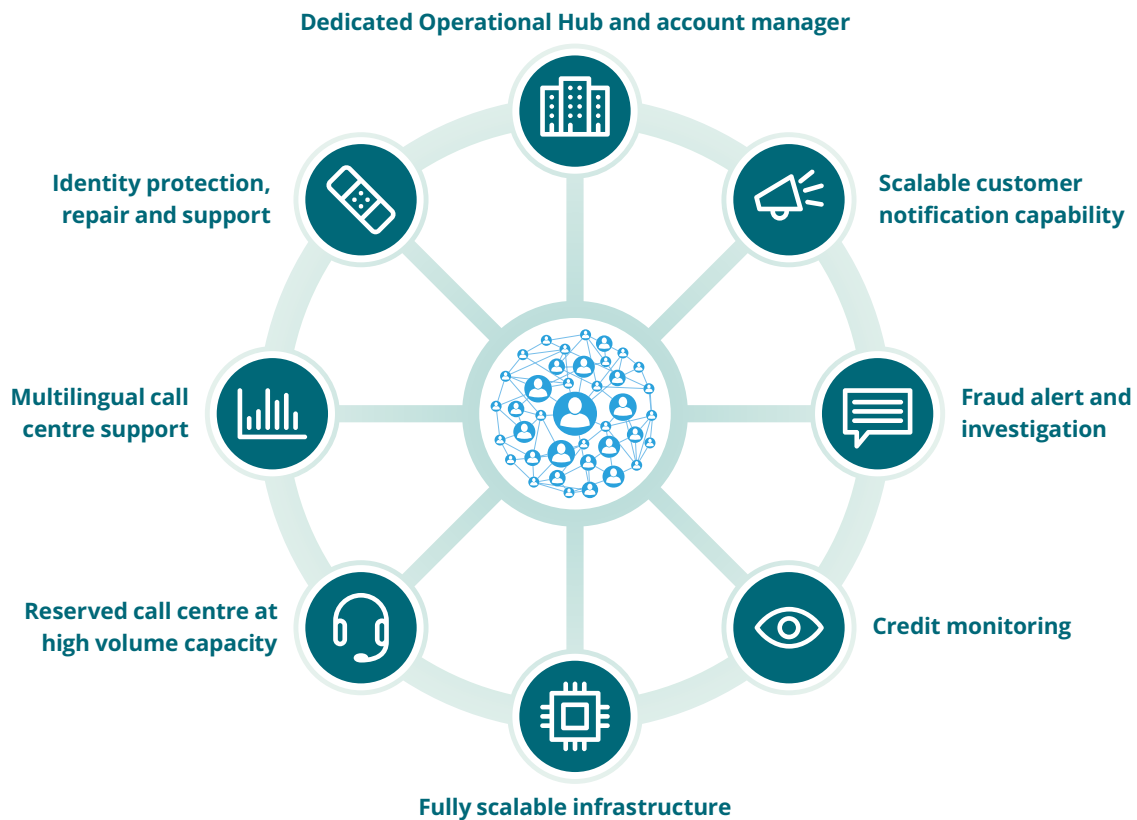
In the event of breach response activation, an Incident Management team will mobilise the Operational Hub and coordinate the elements of the service to swiftly support and protect the customer base.





# Pre breach: Components guaranteed by reserved response

Once accepted onto the reserved response support service, clients unlock retained and scaled access to the full suite of live customer breach response components:





# Post-breach: Components of a breach response

Our experienced Operational Hub manages the customer outreach, support, protection and identity repair within agreed timescales to enable customer confidence as well as regulatory compliance.

### Data breach

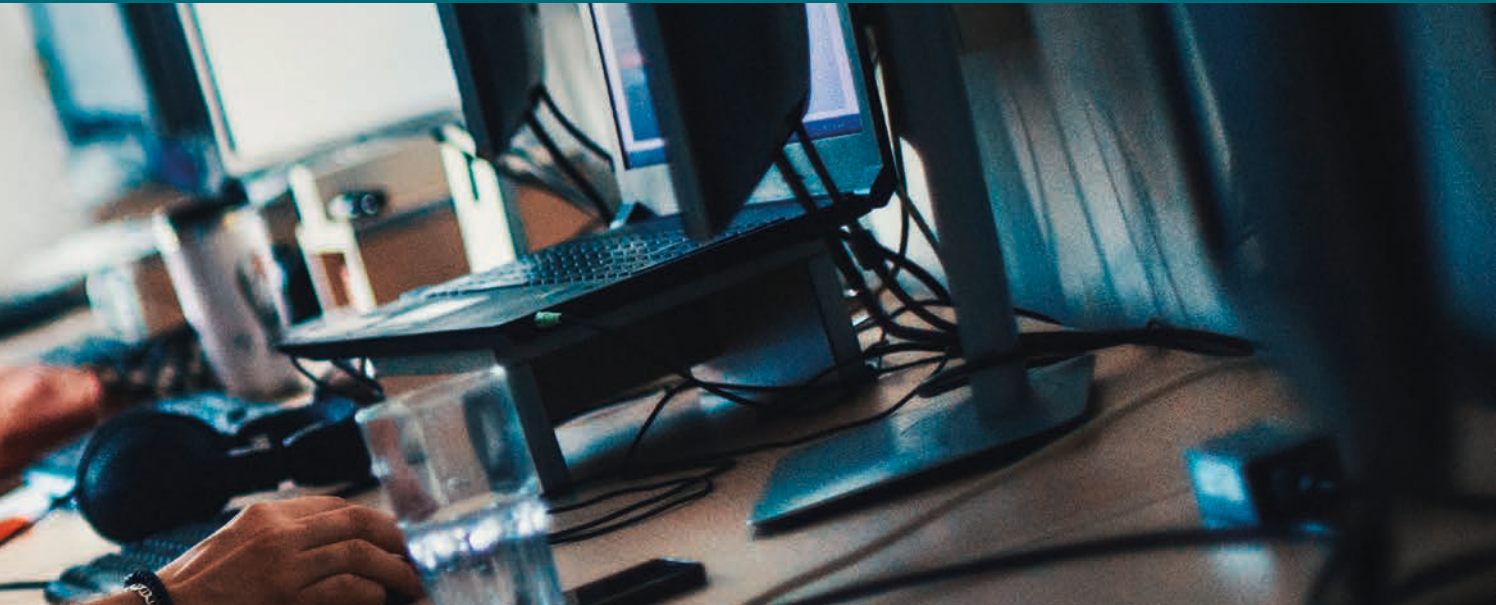
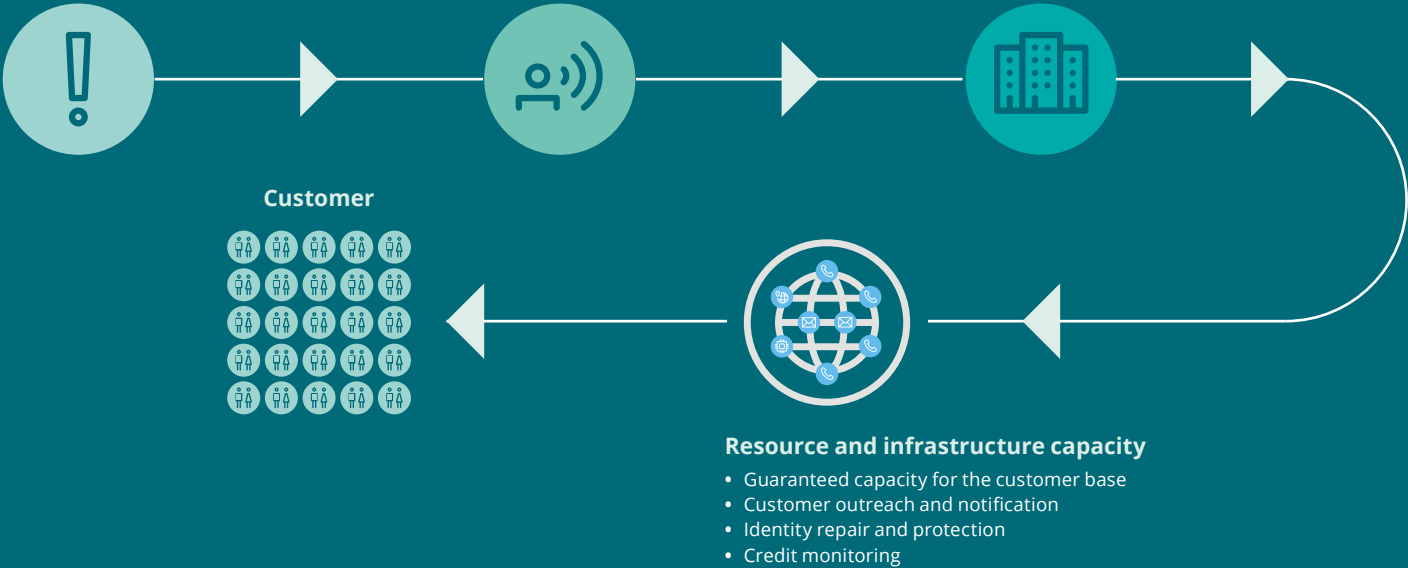
- Dedicated 24/7 client response
- Account manager

### Incident management

- Experienced account management
- Contract management
- Coordination and capacity planning
- Mobilization to scale within guaranteed timeframes
- Multilingual capability

### Operational Hub

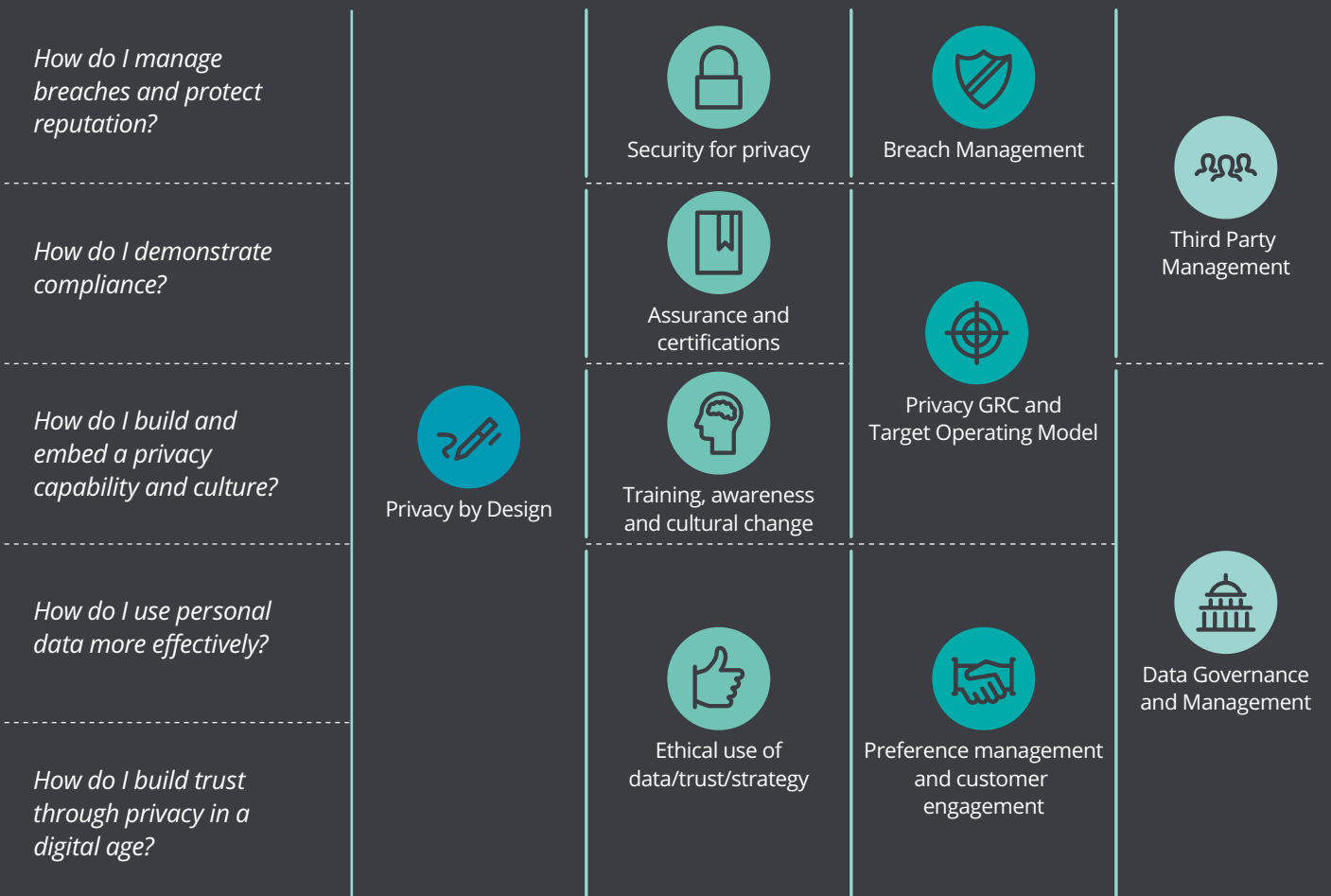
- Experienced operational management
- Data and call handling specialists
- Technology driven management information (MI) and reports
- Professionally produced call scripts



# Deloitte Privacy Services — The evolution of Privacy

Deloitte **works with you** to answer the **questions that matter** the most...

...through our **comprehensive suite** of **end-to-end Privacy Services...**



Subject Matter Expertise. Pragmatism. Operational Execution. Global Reach. Technology Enablement. Deloitte.

...to **transform** how you manage your **regulatory obligations** and **make the most of personal data.**



# Our service catalogue

Privacy is a global issue, with a heightened sense of regulatory and public awareness meaning the high bar for privacy compliance is the new normal.



We have a dedicated global team that works internationally to solve our clients' most complex problems with subject matter expertise that provides pragmatic advice.



We work with key vendors through our alliance programmes to deliver technology that enhances your operational efficiency and minimises the impact on the business.



Our services are tailored to the needs of our clients and can be delivered in a variety of flexible ways, including managed service offerings across a number of key domains.



We work with our clients to do more than manage compliance. We support your wider business objectives, unlocking the value of the data you use and support you in building trust with your customers.

	Core Advisory and Deloitte Legal Services	Deloitte Managed Privacy Services
<b>Privacy GRC and Target Operating Model</b>	Compliance Assessments, Compliance Tooling, Metrics, Target Operating Model	
<b>Privacy by Design</b>	Product Privacy, DPIA, DPIA as a Service	✓
<b>Security for Privacy</b>	Data Loss Prevention, Encryption, Cyber Transformation	✓
<b>Breach Management</b>	Customer Breach Response, Incident and Crisis Response, Stress Testing, Incident Preparedness, Board Simulations, Forensic	✓
<b>Third Party Management</b>	Third Party Framework Development, Managed Assessments, Contract Re-Papering	✓
<b>Assurance and Certifications</b>	SOC2, Privacy Certifications, Internal Audit	
<b>Training, Awareness and Cultural Change</b>	Privacy eLearning, Classroom Training, Awareness Strategy Development and Execution	
<b>Data Governance and Management</b>	Inventory Development and Maintenance, Digital Governance and Web Presence Services	✓
<b>Preference Management &amp; Customer Engagement</b>	Subject Access Request Management, Marketing Compliance	✓
<b>Ethical use of Data/ Trust/Strategy</b>	Privacy and Data Strategy, Customer Experience Design	

[www.Deloitte.com/privacy](http://www.Deloitte.com/privacy)  
[www.Deloitte.com/GDPR](http://www.Deloitte.com/GDPR)

# Get in touch



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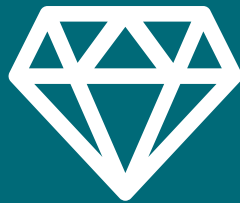


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# A rounded breadth of experience

## Cyber specialists

Experts in cyber security and data protection: Deloitte's dedicated and industry-leading cyber practice operates across the globe. In the UK alone we have **delivered security solutions** to more than **60% of non-restricted FTSE 100 organisations**.



## Established and proven managed services

Deloitte has **20 years' experience** of delivering successful, **high-quality, large-scale** managed services across business sectors including Financial Services, Public Sector, Regulatory Bodies and Corporates. Our operations have supported firms in customer interaction across more than **three million customer claims**.

## Crisis Management

Deloitte's **crisis management** services are founded on trust. We build the relationships that make companies all over the world place trust in us to **prevent** the avoidable and **prepare** for the truly **unavoidable**.

In the event of a crisis we are able to **mobilise** our unrivalled network of **specialists** from risk sensing, agile governance and critical communications to support our clients.



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