REPORTING A PRIVACY/DATA BREACH

What is a Privacy/Data Breach?

A privacy or data breach happens when confidential, sensitive or protected data, including personal information, is accessed, copied, transmitted, viewed, stolen or used by an individual unauthorised to do so, e.g.:

- Someone's personal information is disclosed to or accessed by the wrong person or
- A database containing confidential information or research data is hacked
- An unencrypted and unlocked laptop or external hard drive goes missing
- A third party vendor supplying hosting, data processing or other services notifies us of a data breach
- Loss of hardcopy information that contains confidential or personal information

What do I do if I think there has been a Privacy/Data Breach?

ACT FAST: THE FIRST 24 HOURS FOLLOWING A BREACH ARE CRITICAL

1. Report

If you become aware of a data breach (or are unsure whether a data breach has occurred), **report it immediately to your supervisor and to the Privacy Alert Team by emailing:**

privacyalert@griffith.edu.au

Provide as much information as possible, including:
- the time and date of the suspected breach & of its discovery;
- the types of data involved;
- the affected cohort (such as staff, students, council, etc.)
- the cause and extent of the breach;
- any immediate containment action that has occurred; and
- whether there is a contract or agreement governing how we handle the personal information and/or requiring us to notify a third party of a breach (e.g., if the exposed data was shared or licensed to us for a research study or collaboration)

2. Contain

If possible, immediately contain the breach. For example:
- Remotely disable the lost device or turn off the compromised system;
- Recall the email from the incorrect recipient; Contact the recipient and ask them not to open read, copy, or forward the materials and to delete/destroy or arrange for the collection/return of the materials.

If immediate containment is not possible, stop–do not try to fix it yourself.

3. Preserve

Preserve any evidence, including details of:
- the exact time of the incident;
- any other person/s who witnessed the incident; and
- copies of any emails or file notes relating to the incident.

Further help or advice can be found by contacting the Privacy Officer: privacyofficer@griffith.edu.au