

# Experian Data Breach Readiness Service: Operational Consultancy

Guiding businesses from the outset to develop strong plans that put customers at the heart of the response

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## **Why is it important to carry out operational scenario testing in preparation for a data breach?**

Since the introduction of General Data Protection Regulation (GDPR) there is a real need for organisations to consider how they would respond to a data breach. Organisations are working through the practicalities of how they would support individuals affected, whilst maintaining business continuity.

The reality is during the initial stages of a data breach incident the operational business and internal resources will be under considerable pressure to maintain business as usual activities. Putting a tried and tested plan in place helps organisations to reduce the initial impact to their business and ensures plans are in place to communicate and protect customers and employees from the risk of identity theft.

Carrying out an extensive review of data breach readiness planning means organisations can confidently demonstrate to their Board and Regulators the steps taken to prepare in advance, protecting both the business and individuals.

## **What is included in the intermediate-level service?**

Experian's intermediate data breach readiness service brings together our expert partners to work with organisations to assess, practice and retrospectively strengthen their data breach readiness plans. This enables organisations to have a greater opportunity to mitigate the impact to their business whilst notifying with confidence to the people directly affected.

With over a decade of experience helping organisations to respond to data breaches we are working with specialist partners to bring organisations this important and enhanced business continuity service.

Working with individuals within organisations we will complete drills to gain clarity on areas for improvement. Learnings will be integrated into an updated tailored response plan that is stress tested. On completion Board members will be briefed on the plan, which will be stored for future review or live incident.

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Experian have managed thousands of data breach notifications globally so understand first-hand just how complex incidents can be to manage. Putting time aside to get ready in advance will benefit the organisation and help them to work towards the challenge of keeping the business running, such as updating key stakeholders, demonstrating to the Regulator the positive steps taken in preparing, but most importantly the provision made to protect the identity of individuals who have been directly affected".

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Jim Steven, Head of Data Breach Response, Experian Consumer Services.

# Experian Data Breach Readiness Service

## Key elements of the service include:



**Face-to-face kick off meeting** and introduction to components of the readiness programme.



**Completion of readiness exercises/workbooks:** Notifying, supporting; protecting customers.



**Desktop walk through** to determine readiness and capabilities in line with industry benchmarks.



**Face-to-face live breach scenario drills**, testing robustness of plans, processes and systems to ensure these are fully tested and validated.



**Evaluation and feedback** of potential operational/logistical challenges/gaps.



**Face-to-face Executive briefing** to inform Board of determined plans and readiness.



### Additional services:

- Data breach response notification templates
- Dedicated client manager
- Data quality health check
- Comprehensive printing and fulfilment
- Frequently Asked Questions library
- Multi-lingual Call Centre support
- Management information reporting

## For more information

Please contact [breachresponse@experian.com](mailto:breachresponse@experian.com)  
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