

Data breach protocol



At Social Enterprise Australia Ltd (we/us/our), we understand that a data breach can be a stressful and concerning experience for affected individuals. That's why we have a Data Breach Protocol in place to respond quickly and effectively to any breaches that may occur.

Our Data Breach Protocol includes the following steps:

1. Contain the breach: We will take immediate steps to contain the breach and prevent any further unauthorised access, use, disclosure, or loss of personal data.
2. Assess the breach: We will evaluate the scope and impact of the breach, including the types of personal data that may have been affected, the number of individuals impacted, and the potential harm that may result.
3. Produce a breach report: We will provide a written report within 3 business days.
4. Notify affected individuals: If the breach is likely to result in harm to affected individuals, we will notify them as soon as possible. The notification will include a description of the breach, the types of personal data that may have been impacted, and the steps individuals can take to protect themselves.
5. Notify authorities: If the breach is likely to result in serious harm, we will notify the Office of the Australian Information Commissioner as soon as possible.
6. Investigate the breach: We will conduct a thorough investigation to determine the root cause of the breach, identify any vulnerabilities in our data governance processes, and take steps to prevent similar breaches from occurring in the future.
7. Review and update our data governance policies: We will review and update our data governance policies and procedures to ensure we are meeting our obligations and responsibilities with respect to privacy and data protection.

We understand the importance of providing affected individuals with the support and resources they need during this difficult time. We will provide guidance on the steps they can take to protect themselves, and will be available to answer any questions or concerns they may have.

At Social Enterprise Australia Ltd, we are committed to being transparent about any data breaches that may occur, and we will keep affected individuals informed throughout the process.

If you believe that your personal information has been compromised in a data breach, please contact us immediately at privacy@socialenterpriseaustralia.org.au so that we can take appropriate action to address the issue and provide you with the support and resources you need.