What To Do When a Data Breach Happens – KPMB Response SOP
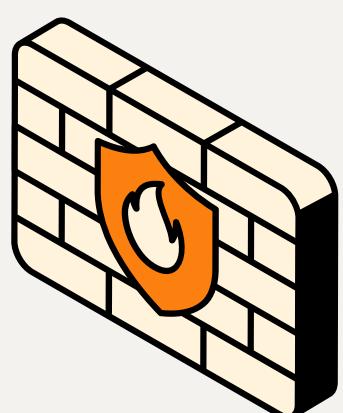
DATA BREACH RESPONSE PROCEDURE
QUICK ACTIONS FOR PROTECTING DATA AND INTEGRITY

01 Identify & Verify
Notice unusual logins, missing files, or open data. Confirm before acting.
"Accuracy first — don't assume."
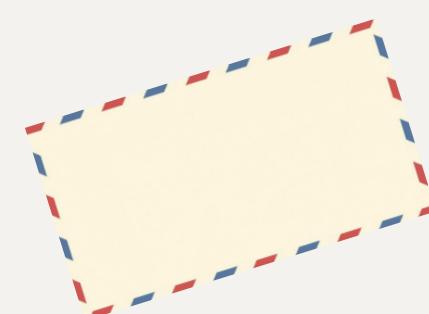
02 Contain & Isolate
Disconnect affected devices or suspend access.
"Protect others from harm."

03 Report & Escalate
Inform the IT Officer within 24 hours. Use official reporting form.
"Be transparent and responsible."

04 Investigate & Analyze
ICT Team reviews logs and finds root cause.
"Seek truth, not blame."

05 Eradicate & Recover
Fix issues, reset passwords, restore safe backups.
"Integrity over speed — do it right."
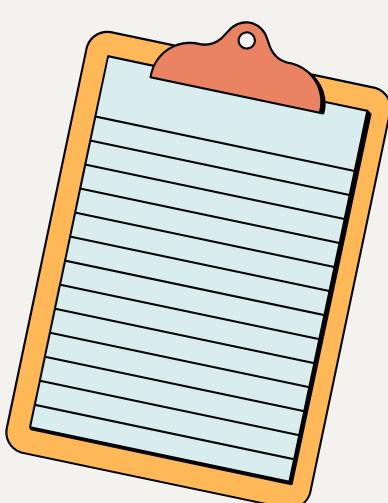
06 Document & Review
Record findings and actions in Incident Logbook.
"Every record builds accountability."
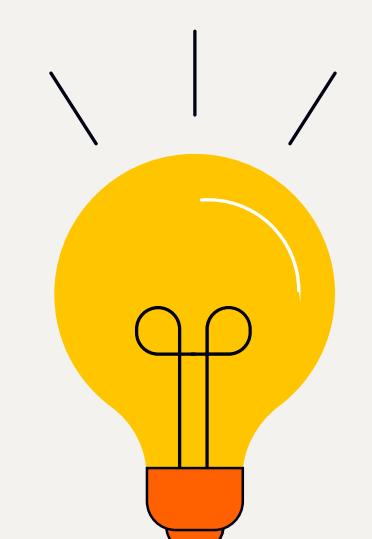
07 Communication & Educate
Share lessons and improve awareness training.
"Transparency creates trust."

ETHICAL REMINDER

Accountability
Every action counts.

Transparency
Report honestly and promptly.

Intergrity
Restore systems ethically.

Respect for Privacy
Handle all data responsibly.