**SOP 59 – Incident Involving Cybersecurity Threat or Data Breach** *Douglas Forest RV Resort LLC – 106 Douglas Road, Webster, MA*

1. If there is any sign of unauthorized access to reservation systems, staff accounts, financial data, Wi-Fi network, or guest information, notify the General Manager or park owner immediately.
2. Do not attempt to reset systems, erase logs, or contact affected parties until management and technical support have reviewed the threat.
3. Immediately restrict access to affected systems by:  
   * Logging out of compromised accounts
   * Disconnecting breached devices from the network
   * Revoking credentials where applicable
4. Record:  
   * Time and nature of the suspected breach
   * Systems or data involved
   * How the issue was discovered
   * Screenshots or logs of any suspicious activity
5. Do not disclose the issue to guests, staff, or the public until reviewed and confirmed by management or IT support.
6. If guest personal data or payment information is exposed, management will determine whether to notify affected individuals, law enforcement, and/or regulatory authorities as required by law.
7. Complete an Incident Report including:  
   * Description of the suspected breach
   * Initial response steps
   * Personnel or vendors involved in review
8. Preserve all server logs, messages, emails, or access records for analysis.
9. Management will coordinate the investigation, remediation, and legal response, including required notifications.
10. After resolution, conduct a review of data security procedures and update access controls, passwords, or policies as needed to prevent recurrence.