

# RPS Cyber Incident Roadmap



This incident road map applies to BCS and Lloyd's Policyholders Only via RPSSmallbusiness.com

## What your business should do in the event of a Privacy/Security/Data Breach Incident.

Your business has **experienced a privacy/security incident**. Taking immediate action by following the steps here will help you avoid litigation and ensure regulatory compliance and customer confidence.

### 2 After your discussion with Baker Hostetler, you will receive a call from Atheria Law PC.

- Atheria is the law firm that handles coverage matters on behalf of the insurance company.
- Atheria is responsible for issues concerning coverage applicability, retentions, payments, reimbursements, etc.
- Baker Hostetler will have already notified Atheria of your privacy/security/data breach incident to satisfy the notice requirements of your insurance policy.

### 3 EMAIL: Your insurance broker

- Emailing your broker ensures that they are aware of developments in the incident, enabling them to be an additional resource for you.

### 1 CALL: Baker Hostetler at 866.288.1705 You will need the following:

- Names/numbers of internal contacts for IT, HR, legal.
- What type of cyber/privacy event?
- What type of information was compromised?
- Is your system accessible?
- How many people involved?

### Who is Baker Hostetler?

- Breach response law firm and your first point of contact to help you navigate immediate steps to be taken.
- Baker Hostetler will be your “breach coach” throughout the incident.
- Baker Hostetler will notify Atheria Law, the coverage counsel representing the insurer, on your behalf.

There is no charge for this initial call with Baker Hostetler who will advise of next steps, which could involve determining any of the following:

- Is formal engagement with Baker Hostetler necessary from a legal perspective, and to preserve attorney client privilege?
- Should we engage a computer forensics firm to negotiate a ransomware incident on your behalf, and/or determine the existence, cause and scope of the security incident.
- Do we need to hire a public relations firm?
- Do we need to notify any of the affected parties? Customers? Employees? State Attorneys General and regulators? The media?
- Do we need to engage additional resources such as a call center or provide credit monitoring to affected individuals?

The Incident Response Plan will be managed by Baker Hostetler on your behalf from start to resolution.

### Goals throughout:

- Ensure compliance with applicable state and/or federal privacy laws.
- Return to operational normalcy as soon as possible.
- Ensure customer confidence and preserve brand reputation for your organization.

## Privacy/Security/Data Breach Litigation

Your business has **received litigation** concerning a privacy/security incident.



### EMAIL:

- Atheria Law at [rpscyber@atherialaw.com](mailto:rpscyber@atherialaw.com).
- Your insurance broker

Email all relevant information concerning the lawsuit



Defense Counsel appointed



Close litigation