

# Data Breach Response Statement











## Purpose

This Data Breach Response Statement defines how EMPHN responds to data breaches.

A data breach refers to the loss, unauthorised access or disclosure of commercial, confidential or personal information held by EMPHN; whether as a result of malicious action, human error or system failure.

Our process is designed to contain, assess and respond to data breaches quickly; and to prevent or minimise harm to individuals who are impacted by the data breach. It also ensures we comply with relevant legislation, and the Office of the Australian Information Commissioner's (OAIC) Notifiable Data Breaches Scheme. Responding to a data breach

The steps in EMPHN's 5-step Data Breach Response Plan are typically rolled out simultaneously or in quick succession. At all times, responsible officers must ascertain what can be done to reduce actual or potential harm to individuals or organisations impacted by the data breach.

 <b>1. RAISE THE ALERT</b>	 <b>Everyone</b>	<p>If you suspect a data breach has occurred, call your EMPHN contact on their mobile; or leave a message on our main number 03 9046 0300. If you are an employee, phone your manager directly. Explain:</p> <ul style="list-style-type: none"> <li>• When you discovered the data breach</li> <li>• What type of personal information is involved</li> <li>• Any context, such as the cause</li> </ul>
 <b>2. CONTAIN THE BREACH</b>	 <b>Managers</b>	<p>Take immediate action to contain the breach. Then contact the Privacy Officer with what has happened, and what has been done so far.</p>
 <b>3. ASSESS THE RISK</b>	 <b>Privacy Officer</b>	<p>Evaluate the risk to individuals whose information has been impacted. If necessary, convene a Response Team.</p>
 <b>4. NOTIFY IMPACTED INDIVIDUALS</b>	 <b>Privacy Officer</b>	<p>Notify OAIC, and with the Response Team, notify everyone at risk of serious harm as quickly as possible</p>
 <b>5. LEARN AND IMPROVE</b>	 <b>Data Breach Response Team</b>	<p>The Data Breach Response Team will review the incident, to improve our technology, systems and processes to prevent future breaches</p>

## Most importantly

If a breach impacts your personal information, potentially causing serious harm to you, we will notify you. We will also explain what we are doing to remedy the breach.

## Where to find out more

- For enquires about this Statement, contact EMPHN's Privacy Officer: [privacyofficer@emphn.org.au](mailto:privacyofficer@emphn.org.au)
- You can provide feedback on EMPHN's handling of a breach via the feedback facility on our website.
- If you contact EMPHN and after 30 days you believe our response is unsatisfactory, you can file a written complaint with the Office of the Australian Information Commissioner (OAIC) or the Commonwealth Department of Health. You must do this within 12 months of when you believe your personal information was breached.