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| Breach Notification Template |
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[This letter should be completed in the event that there is a breach of access to a part or a whole of personal information collected, used and/or stored by the business. The letter should contain detail the breach, how it impacts the owner(s) of the data and the investigation process that Company X is following to prevent harm to the respective owners and to prevent any further breaches.]

*(Company X Letterhead)*

## Breach Notification Letter

*<Date>*

*Contact Name*

*Company X Name*

*Address 1*

*Address 2*

*City, Region*

*Country*

Dear *< Customer Name>*

**Re: Breach Notification**

We are writing to let you know about a data security incident that involves the personal information you have with us. This letter is to inform you of that between *<Date>* and  *<Date>*, we discovered a *<type>* breach in our systems. The data accessed may have included the following types of personal information:

1. *<List the types of personal information breached>*

The identity of the unauthorized person who may have accessed ot acquired the personal information is:

1. *<If known to the responsible party, declare the identity of the unauthorized person(s)*

As a result of this breach, below are description(s) of the possible consequence(s) of the security compromise:

1. *<List the possible cosenquence(s) of the security compromise>*

We are doing the following to address the security compromise:

1. *<List the remiation actions that the organization is performing>*

As per best practice industry standards, we recommend that *you* do the following:

1. *<List the remediation actions that the customer has control over e.g. change password>*

We respect the privacy of your personal data. We are conducting a review of the affected records and our computer systems. We have also notified the Information Regulator on the incident, as per the requirements of section 21(5) Protection of Personal Information (POPI) Act.

We value our relationship with *you* and we deeply regret that this incident occurred. We will notify you if there are any significant developments.

If you have questions regarding this notification, please contact our Information Officer at *<IO email address>.*

Sincerely,

*< Information Officer Name>*

*<Title>*