



A data breach is when, someone either intentionally or by accident, sees personal information they shouldn't.

Data breaches can happen in a variety of ways, including:

- **lost records and equipment** - lost or stolen laptops, USBs or paper records
- **incorrect e-waste disposal** - computer hard drives being thrown away, recycled, serviced or returned to leasing companies without the contents being properly erased.
- **hackers** - illegal access
- **employee browsing** - accessing or disclosing personal information without authorisation
- **document theft** - taken from recycling or rubbish bins
- **information given to the wrong person** - information sent to the wrong physical or email address
- **fraudsters** - releasing personal information to a person pretending to be someone else

Every situation will be different, so the response to each data breach will be different. However, in all cases you must think and act quickly.

