

# Notifiable Data Breach

A Practical Journey

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# The Oh Shit moment

**“HELLO,  
I’M SHAPING  
OUR FUTURE.”**

Typeform, a Spain-based software-as-a-service (SaaS) company that specializes in online forms and surveys, has suffered a security breach that resulted in the data collected by its customers getting stolen.

According to a [notice](#) posted on its website, Typeform identified the breach on June 27 and addressed its cause roughly half an hour later. The company says an attacker has managed to download a backup file dated May 3 from one of its servers.

# Decision Tree

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The Notifiable Data Breach Scheme says

"Once it has been decided that a data breach has occurred it must be decided whether, from the perspective of a reasonable person, the data breach would be likely to result in serious harm to an individual whose personal information was part of the data breach."

# Decision Tree

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## Criteria for Serious Harm

- 1.identity theft
- 2.significant financial loss by the individual
- 3.threats to an individual’s physical safety
- 4.loss of business or employment opportunities
- 5.humiliation, damage to reputation or relationships
- 6.workplace or social bullying or marginalisation

# Clarity of Purpose

- *Meet our obligations under the Privacy Act*
- *Preserve and build public trust*
- *Limit the consequences of a data breach*

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# Experience Advice Framework

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- **A Draft Framework**

<https://www.oaic.gov.au/privacy-law/privacy-act/notifiable-data-breaches-scheme>

- **Took external Advice**

1. The low-sensitivity of the information
2. Low risk of serious harm
3. Under those conditions we lessen trust and risk alarming people when no alarm is needed

- **Updated and implemented the Framework**

1. Governance became the Business owner
2. Assign roles and responsibilities
3. Refer to in our Privacy Policy



Thank you

Any questions?