**Data Breach Notification Template**

**FOR DATA CONTROLLERS TO CUSTOMISE AND SEND TO AFFECTED DATA SUBJECTS**

**Subject:** Data Breach Notification - Information and Advice

Dear [NAME],

We are writing to inform you of a data security incident that has affected some of your personal information held by our organisation.

**What Happened**

On 31st July 2025, an external software contractor to our data processor Access Personal Checking Services Ltd (APCS) was affected by a cyber-attack. Some personal data from our records was accessed by unauthorised individuals.

**Your data was not accessed from our systems directly - our own systems, and APCS’s, remain secure.**

**Your Personal Information That Was Affected**

[SELECT THE RELEVANT CATEGORIES FOR THIS INDIVIDUAL:]

☐ **Basic contact details:** Your name, email address, phone number
☐ **Address information:** Your current address details
☐ **Date of birth**
☐ **National Insurance Number**
☐ **Driving Licence Number**
☐ **Passport Number**

**Only text information was affected - no documents, images, passwords, or financial details were accessed.**

**What This Means for You**

**While your information was accessed, this does not mean it will be misused. The main risks depend on which information was affected:**

**If ONLY your name and contact details were affected:**

**Potential impact: Minimal**

* You might receive some spam emails or unwanted calls
* No action is required, but remain alert to unusual contact attempts

**If your address and date of birth were also affected:**

**Potential impact: Low**

* You might receive more targeted marketing attempts
* Be cautious of communications that seem to know personal details about you

**If your National Insurance number, passport or driving licence details were affected:**

**Potential impact: Could be higher**

* These details could potentially be used to impersonate you for new applications
* We recommend taking the precautionary steps outlined below

**Recommended Precautions Based on Your Situation**

**Everyone Should:**

* **Stay alert** to unexpected emails, calls, or letters that mention personal details about you
* **Never give personal information** to unsolicited callers, even if they seem to know details about you
* **Verify any unexpected contact** by calling the organisation directly using their official number

**If Higher Risk Data Was Affected (NI number, passport, driving licence):**

**Monitor for new applications made in your name:**

* **Check your credit report** (free from Experian 0800 013 8888, Equifax 0800 014 2955, or TransUnion 0330 024 7574)
* Look for any new accounts, credit searches, or applications you didn't make

**Be Aware of Potential Scam Attempts**

**Criminals may use your personal details to make contact seem more credible:**

* Phone calls claiming to be from official organisations who reference your personal information
* Emails or letters asking you to verify or provide additional details
* Any communication that creates urgency or pressure to act immediately

**Remember:** Knowing your details doesn't make them genuine. Legitimate organisations won't ask for sensitive information over the phone or email.

**If You Notice Anything Suspicious**

**If you notice any unusual activity or applications you didn't make:**

* **Report it to Action Fraud:** 0300 123 2040 or visit [www.actionfraud.police.uk](http://www.actionfraud.police.uk)
* **Keep records** of any suspicious contact or activity

**Support and Information**

**For general advice:**

* **Citizens Advice:** 0808 223 1133
* **Action Fraud:** 0300 123 2040

**For data protection concerns:**

* **ICO:** 0303 123 1113

Further information on how to protect yourself from the impact of a data breach can be found on the NCSC website [www.ncsc.gov.uk/guidance/data-breaches](https://www.ncsc.gov.uk/guidance/data-breaches)

**What We Are Doing**

* This incident has been reported to the Information Commissioner's Office
* All affected systems have been secured and additional protections implemented
* We are monitoring the situation and will update you if we learn of any specific threats

**Questions About This Incident**

If you have questions about this breach, please contact us at:
[INSERT YOUR ORGANISATION'S CONTACT DETAILS]

While we cannot guarantee that your information won't be misused, most people affected by data breaches do not experience any problems. The guidance above provides sensible precautions based on what information was actually accessed.

**[YOUR ORGANISATION NAME]**
**Date: [INSERT DATE]**

**CUSTOMISATION CHECKLIST FOR DATA CONTROLLERS:**

☐ Replace [NAME] with individual's name
☐ Select only the data categories that were actually affected for this person
☐ Add your organisation's contact details
☐ Add your organisation's name and date
☐ Send without undue delay for higher-risk cases