DATA PROTECTION EDUCATION

0800 0862018

HACKED EMAIL ACCOUNT GUIDELINES

An email account that has been accessed by an unauthorised individual, often leading to misuse or compromise of personal information.

STEPS TO TAKE

CHANGE PASSWORD & IDENTIFY THE BREACH

Report any suspicious email activity immediately to IT & change your password

Ask IT ✓

INFORM ANY CONTACTS

If anyone might have received a suspicious email from you, update them.

✓

REVIEW ACCOUNT ACTIVITY

Check: sent items, trash, forwarded emails, conversations & rules.

Ask IT ✓

ASSESS PERSONAL DATA

Assess what personal data is in your mailbox: categories of data, sensitive data & saved emails.

✓

CONSIDER WHO YOU MAY NEED TO CONTACT

Review the cyber incident contact list.

✓

CYBER INCIDENT CONTACT LIST

- **SLT/Headteacher/CEO/CISO**
- **IT Technician/IT Manager**
- **Data Protection Officer** (we can advise if it meets the threshold for reporting to the ICO). Email: **dpo@dataprotection.education**
- **NCSC** - ncsc.gov.uk
- **DfE** - email: sector.incidentreporting@education.gov.uk
- **Action Fraud** - 0300 123 2040
- **Local Police**
- **Cyber Insurance Provider**

CYBER INCIDENT DATA BREACH CHECK

1. Log a data breach with us (Breach Log) and add:
2. Do you know how the incident occurred or is the investigation ongoing?
3. How long did they have access?
4. What data was in the mailbox and could have been accessed? (i.e. parent, pupil, sensitive data)
5. Could the incident have allowed them access to other data or systems? Has this been investigated?
6. What steps are being taken to prevent a repeat?

Ask IT