

Managing Privacy Data Breaches

South Bank Corporation (SBC) is committed to the responsible management of personal information. Part of that commitment is to effectively manage privacy data breaches.

The *Information Privacy Act 2009* now includes a Mandatory Notification of Data Breach Scheme which is incorporated into our *Privacy Data Breach Response Plan*. The following information explains our approach to managing privacy data breaches.

What is a privacy data breach?

A privacy data breach is where:

- there has been unauthorised access to, or unauthorised disclosure of, personal information or
- personal information has been lost in circumstances where unauthorised access to, or unauthorised disclosure of, the information is likely to occur.

How do we manage a breach?

Our *Privacy Data Breach Response Plan* enables us to respond quickly to a potential privacy breach.

Our approach to managing privacy breaches includes:

- being transparent and accountable
- having well trained staff that can identify and manage breach events
- having clear processes to identify, respond to and report known and suspected privacy breaches
- adopting notification processes that focus on preventing harm to individuals.

When we become aware of a privacy breach, we will take active steps to manage the event. If it is a breach that is likely to result in serious harm to the individual to whom the personal information relates, it is an *eligible data breach* and must be reported to the Information Commissioner.

Response Steps

Step 1
Contain and Mitigate

We take immediate action to contain the privacy breach and mitigate any likely harm.

Step 2
Assess

We assess the privacy breach for risk of harm and determine if it requires mandatory notification to the Information Commissioner.

Step 3
Notify

Where required, we notify relevant parties including affected individuals, other affected agencies and the Information Commissioner.

Step 4
Record, Review and Learn

We record the details of the privacy breach and the actions taken in response to the breach. We review our response and implement recommendations focussed on preventing future privacy data breaches.

Further information

Information and Privacy Team
privacy@south-bank.net.au

Information Commissioner
[MNDB mandatory notification of data breach](#)
[Contact us | Office of the Information Commissioner Queensland](#)

