

Your Single Resource for Multiple Protection

Under Canada's federal privacy legislation, the Personal Information Protection and Electronic Documents Act (PIPEDA), organizations are responsible for the protection of personal information and the fair handling of it at all times, throughout the organization and in dealings with third parties. Care in collecting, using, and disclosing personal information is essential to continued consumer confidence and goodwill.

If risk management exists to address the likelihood that a future experience will cause harm, it's difficult to understand why organizations that are prepared for uncontrollable events, like fire or flood, still go unprotected against the damage that follows in the wake of an intentional or accidental data breach.

Kroll Inc., the world's leading risk consulting company, helps elevate conventional security to guard against threats from such sources as:

- An employee with bad intentions or poor judgment;
- A vendor with no background screening;
- A hacker bent on interruption or destruction.

Fortify Your Defences

Because Kroll is on the front line of so many real world incidents of organizational information breach, we have a constant read on legislative developments, can spot the latest tactics of attack, and we know what goes wrong with security programs.

Our recommendations are based on field-tested solutions that have helped thousands of organizations.

Pre-Breach Services

Are You Prepared?

For many organizations, a data breach means chaos and the degradation of integrity. But for those where a best-practice Kroll solution is incorporated into risk management, cohesive



resources are poised for swift and prudent action:

- Security Consulting;
- Quarterly Legislative Updates for Compliance Awareness;
- System Set-up for Prompt Notification and Enrollment;
- Discounted Post-Breach Solution:
 - Consumer Notification and Service Center Support;
 - Individual Identity Fraud Investigation and Restoration.

Tap Kroll's Resources

Kroll has the expertise to do the research, assessment, and planning for your added protection.



Post-Breach Services

Even the tightest security can be breached—especially when not fully enforced.

If sensitive personal information is compromised despite your best efforts, pre-planning relieves you of any heat-of-the-moment scramble over what to do next. With Kroll services, you'll have a solid plan and a tested support structure in place. Corrective steps can be taken immediately to stop the damage and start recovery.

Notifying and Reassuring Your People

When it's time to notify and support the individuals impacted by the loss, Kroll's history of success managing this critical aspect is an industry-leading asset for you:

- Experienced staff and established processes are in place to research, print, package, and mail a compliant notification; plus
- Prompt engagement of domestic call centers delivers proven consumer support. This skilled, bilingual staff is capable of answering thousands of inquiries quickly and professionally. Kroll collaborates with general counsel, senior executives, and audit committees at each stage to assure

that we achieve your objectives. If requested, we can assemble a case file for referral to regulators or law enforcement.

Crisis Communications and Media Management

Some breaches quickly draw the attention of media and other external audiences.

Kroll's Fraud Solutions practice has the resources to guide crisis communications, from training a spokesperson to crafting and disseminating the right messages at the right time.

The Kroll Investigation and Restoration Center

Fraud Solutions' restoration process leads the industry in its depth of involvement and dedication to resolution. Kroll's Certified Investigators have thousands of hours of experience—the most in the industry—working on the consumer's behalf. These seasoned specialists will help impacted individuals restore their identities to pre-theft status as quickly and efficiently as possible.

Restoration services include:

- Confirming identity fraud and identifying its nature and scope;
- Investigating known, unknown, and potentially complicated trails of fraudulent activity;

- Organizing details of issues and explaining the fraud victim's rights;
- Contacting, following up, and escalating issues with affected agencies and institutions on the victim's behalf;
- Issuing fraud alerts and victim's statements, when warranted, to the appropriate agencies.

Best Practice

It is easier to resolve a data security issue than it is to recover lost business. If a breach has occurred or is imminent, why risk piecing together a solution? Kroll is unmatched as a trusted partner that executes an integrated and compliant recovery plan. To ensure that your organization is prepared ahead of time to preserve brand trust, avoid legal complications, and maintain customer relationships beyond a breach, **contact the experts at Kroll today.**

For More Information Please Contact:

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