

CapSpecialty Privacy Breach Response Services

CapSpecialty's CPR One insurance policy provides protection and support for insureds who manage the collection, storage and transmission of data in their business operations. The potential release of personally identifiable information or sensitive data to an untrusted environment as a result of cyber attacks, insider criminal activity, technological malfunctions or employee mistake is a serious concern for organizations responsible for the security of this information.

Privacy breach response services is a compelling feature of the policy as it is designed to help an insured respond to an incident *BEFORE* it becomes a claim. Insureds can access immediate legal support and privacy breach response services by notifying CapSpecialty as soon as there is any indication of a data breach.

CapSpecialty's Privacy Breach Response Services include:

- Attorney services for incident consultation with **NO** retention
- Computer forensic costs to determine if and what information was breached
- Public relations cost if a crisis management firm is needed
- Notification services and identity protection services costs

What should the insured do if they have a breach or suspect a possible breach?

Call the **CapSpecialty Cyber Breach Hotline** at **877.313.3484**. This hotline is monitored 24/7 by members of our Technology Response Team, and they will collect the following information from the caller:

- Contact name
- Contact phone number
- Company/insured name
- Policy number
- Brief description of incident/potential breach

Once privacy breach response coverage has been confirmed, following the call, the Technology Response Team member will connect our data breach attorney with the insured to begin the initial investigation. The attorney will review the details of what happened, determine what information was compromised, determine if computer forensic services are needed, review contractual obligations and identify the steps that must be taken to comply with applicable laws.

The attorney will work with the insured to decide if data loss notification services and identity protection services are necessary. If the event does not require notification, forensics or public relations services, there is no cost to the insured for talking to the breach attorney. If it is determined that further forensic investigation, public relations, or notification is required, then the insured will be subject to their retention for the provided privacy breach response services.

Who does CapSpecialty use as panel counsel for privacy breach response services?

John Mullen of Lewis Brisbois is one of a select number of preeminent data breach attorneys utilized by CapSpecialty. Mr. Mullen is known in the industry as one of the most knowledgeable data breach attorneys, and his nationwide group of computer forensic specialists, public relations and crisis management vendors and world class notification and identity monitoring protection services will be accessible upon request.

CapSpecialty Claims Services

CapSpecialty has experienced, in-house claims professionals managing cyber/technology claims. We understand the stress of litigation and provide hands-on management of claims, coordination with defense counsel and assistance to the insured through all phases of the claim and litigation process.

CapSpecialty Risk Management Services

Online risk management resources are available such as articles, alerts and information about smart risk practices to reduce the likelihood of breach incidents. Topics include: the importance of encryption on mobile devices and securing protected health information (PHI) per HIPAA requirements. There is also access to a Data Breach Incident Response Workbook and materials from Federal and State agencies about keeping your business cyber secure. [Click here](#) to view our library of resources.

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