DATA BREACH INCIDENT FORM

A data breach is the unauthorized access or acquisition of data that compromises the security, confidentiality, or integrity of data in GetHelpOC™. Data may be in any format (electronic, hardcopy or verbal) and may consist of a single piece of data and/or an entire data system.

The participating agency is responsible for immediately mitigating the data breach to the extent possible as soon as the breach is identified, including notifying clients who may have been impacted by the breach. Data breaches could include but not limited to:

- GetHelpOC™ users sharing GetHelpOC™ account and/or passwords with others.
- Sharing client identifying information with anyone that doesn't have access to GetHelpOC™ or hasn't been approved to access that data.
- Sharing client identifying information over an unencrypted network.
- Leaving printed documents with client identifying information in an unsecured location.

This form should be used to report any incidents of GetHelpOC™ data breaches to 2-1-1 Orange County (211OC). Please email this form to databreach@211oc.org

Agency Reporting the Data Breach: _____   **User Reporting the Data Breach: _____**

User Phone: _____   **User Email: _____**

Brief description of the data breach:

Does the data breach impact all clients in GetHelpOC™ or specific clients?

Estimate the number of client records that are impacted by this data breach:

What steps has your agency taken to resolve the data breach that occurred?

Is there any other information that would be helpful for the 2-1-1 Orange County team to know to resolve this data breach?