ODLAN

Digital Safety Procedural Policy

(Name of Organization)

(Date of Last Update)

1. Purpose and Scope **5**
2. Team Members **5**
3. Digital Accounts Tracking **6**
3.1. Purpose and Scope 6
3.2. Policy Statement 6
3.3. Digital Account Tracking Tool Selection 7
3.3.1. Approved Tools 7
3.3.2. Prohibited Tools 7
3.4. Account Management Practices 7
3.4.1. Account Creation 7
3.4.2. Account Monitoring 7
3.4.3. Account Reviews 8
3.5. Training and Support 8
3.5.1. Employee Training 8
3.5.2. IT Support 8
3.6. Data Security 8
3.6.1. Protecting Digital Assets 8
4. Digital Identity **9**
4.1. Purpose 9
4.2. Scope 9
4.3. Policy Statement 9
4.4. Digital Identity Protection Practices 9
4.4.1. Account Security 9
4.4.2. Email and Communication Security 11
4.4.3. Social Media and Public Profiles 16
4.4.4. Doxxing and Public Information Protection 41
4.5. Personal Device Security 42
4.6. Incident Response and Reporting 44
4.6.1. Reporting Security Incidents 44
4.6.2. Organizational Response 44
4.7. Training and Awareness 44

4.7.1. Employee Training 44
4.7.2. Awareness Campaigns 45
5. Incident Response 45
5.1. Purpose 45
5.2. Scope 46
5.3. Crisis Response Team (CRT) 46
5.3.1. Team Composition 46
5.3.2. Contact Information 46
5.4. Incident Detection and Assessment 46
5.4.1. Detection 46
5.4.2. Assessment 46
5.5. Immediate Response Actions 47
5.5.1. Containment 47
5.5.2. Communication 47
5.6. Detailed Response 47
5.6.1. Public Communication 47
5.6.2. Technical Response 47
5.7. Recovery and Resolution 47
5.7.1. Restore Normal Operations 47
5.7.2. Post-Incident Actions 48
5.8. Post-Crisis Review 48
5.8.1. Incident Analysis 48
5.8.2. Policy and Procedure Updates 48
5.9. Ongoing Monitoring and Improvement 48
5.9.1. Monitor for Recurrence 48
5.9.2. Feedback and Improvement 48
6. Incident Response Strategy for Email Accounts Receiving Hate Mail 49
6.1. Purpose 49
6.2. Scope 49
6.3. Incident Detection 49
6.3.1. Indicators of Hate Mail 49
6.4. Immediate Response Steps 49
6.4.1. Employee Actions 49
6.4.2. IT Department/Security Team Actions 49
6.5. Containment and Mitigation 51
6.5.1. Contain the Threat 52
6.5.2. Mitigate Impact on Employees 52
6.6. Recovery and Communication 52
6.6.1. System Recovery 52
6.6.2. Internal Communication 52
6.6.3. External Communication 52

7. Email Phishing Incident Response Strategy 53
7.1. Purpose 53
7.2. Scope 53
7.3. Incident Detection 53
7.3.1. Indicators of Phishing 53
7.4. Immediate Response Steps 53
7.4.1. Employee Actions 53
7.4.2. IT Department Actions 53
7.5. Containment and Eradication 54
7.5.1. Contain the Threat 54
7.5.2. Eradicate the Threat 54
7.6. Recovery and Communication 54
7.6.1. System Recovery 54
7.6.2. Internal Communication 54
7.6.3. External Communication 54
8. Social Media Account Incident Response Strategy 55
8.1. Purpose 55
8.2. Scope 55
8.3. Incident Detection 55
8.3.1. Indicators of Compromise 55
8.4. Immediate Response Steps 55
8.4.1. Employee Actions (For those not responsible for platforms) 55
8.4.2. IT Department/Social Media Manager Actions 55
8.5. Containment and Eradication 56
8.5.1. Contain the Threat 56
8.5.2. Eradicate the Threat 56
8.6. Recovery and Communication 57
8.6.1. System Recovery 57
8.6.2. Internal Communication 57
8.6.3. External Communication 57
9. Incident Response Strategy for Social Media Account Dogpiling 57
9.1. Purpose 57
9.2. Scope 58
9.3. Incident Detection 58
9.3.1. Indicators of Dogpiling 58
9.4. Immediate Response Steps 58
9.4.1. Employee Actions 58
9.4.2. Social Media Team/Incident Response Team Actions 58
9.5. Containment and Mitigation 58
9.5.1. Contain the Threat 59
9.5.2. Mitigate Impact on Individuals 59

9.6. Recovery and Communication 59
9.6.1. Account Recovery 59
9.6.2. Internal Communication 59
9.6.3. External Communication 59
10. Website Attack Incident Response Strategy 60
10.1. Purpose 60
10.2. Scope 60
10.3. Incident Detection 60
10.3.1. Indicators of an Attack 60
10.4. Immediate Response Steps 60
10.4.1. Employee/Administrator Actions 60
10.4.2. IT Department/Website Security Team Actions 60
10.5. Containment and Eradication 61
10.5.1. Contain the Threat 61
10.5.2. Eradicate the Threat 61
10.6. Recovery and Communication 61
10.6.1. System Recovery 61
10.6.2. Internal Communication 61
10.6.3. External Communication 62
11. Incident Response Strategy for Doxxing of an Organizational Member 62
11.1. Purpose 62
11.2. Scope 62
11.3. Incident Detection 62
11.3.1. Indicators of Doxxing 62
11.3.2. Doxxing Early Warning System 63
11.4. Immediate Response Steps 63
11.4.1. Executive/Leadership Actions 63
11.4.2. Security/IT Team Actions 63
11.5. Containment and Mitigation 64
11.5.1. Contain the Spread 64
11.5.2. Support for the Affected Individual 64
11.6. Recovery and Communication 64
11.6.1. Internal Communication 64
11.6.2. External Communication 64
12. Self-Care Recommendations for After Being Doxxed 64
12.1. Emotional Self-Care 65
12.1.1. Acknowledge Your Feelings 65
12.1.2. Practice Stress-Reduction Techniques 65
12.1.3. Establish Boundaries 65
12.2. Practical Self-Care 65
12.2.1. Address Security Concerns 65

12.2.2. Protect Personal Information 65
12.3. Legal and Administrative Steps 66
12.3.1. Report the Incident 66
12.3.2. Document the Incident 66
12.4. Long-Term Self-Care 66
12.4.1. Build a Support Network 66
12.4.2. Engage in Positive Activities 66
12.5. Professional Help 66
12.5.1. Seek Therapy or Counseling 66
12.5.2. Legal Consultation 66
References and Resources: 68

1. Purpose and Scope

The purpose of this Digital Safety Policy is to protect the organization's digital assets, safeguard sensitive information, and ensure the safety and security of all stakeholders who interact with the organization's digital platforms. The Digital Safety Policy is meant to be a living document that evolves with the needs of the organization. It is designed to be implemented at the beginning of the onboarding process, and as a reference material for the continued development of an organization's digital growth.

This policy applies to all employees, contractors, volunteers, and third-party vendors who have access to the organization's digital systems, data, and online platforms. It covers the use of all digital devices, networks, software, and information systems owned or operated by the organization.

2. Team Members

Please review this list of team members who have key responsibilities within the digital safety plan. Critical roles include the Primary Account Holder, Secondary Account Holder, Super Admin, Admin, Incident Response Leads, and Record Keeper. Depending on the size of your organization and the number of softwares used, these roles may have more than one person involved.

[Organization Employee Directory]

Description of Critical Roles:

Primary Account Holder - An individual who is responsible for the application set up and monitoring of all the users of that application. They will have the ability to modify settings and the number of users.

Secondary Account Holder - An individual who has access to an application and has permission from the Primary Account Holder to use the application.

Super Admin - An individual who has the ability to add and remove any users from any system used by the organization, and has access control to all electronic devices used by the organization. This role is typically held by a senior leader of the organization.

Admin - An individual who has the same abilities as the Super Admin, and can act on their behalf. This role is responsible for the onboarding and offboarding tasks for all staff members regarding access to technology and systems within the organization.

Incident Response Lead - An Individual who will be notified in the event of any digital safety related incidents at the organization. The incident response lead is trained in reactive care strategies for the individual staff members and the organization itself. It is ideal that each organization has 2 or more Incident Response Leads.

Record Keeper - An individual who works with the admin team and Incident Response Lead to collect data on any incidents and stores it in an organized system.

3. Digital Accounts Tracking

Organizational Policy for Digital Account Tracking Tools

3.1. Purpose and Scope

The purpose of this policy is to establish guidelines for the use of digital account tracking tools within the organization. These tools help manage and monitor online accounts, ensuring that access to organizational systems is secure and that account activity is properly tracked and managed.

This policy applies to all employees, contractors, and third-party vendors who access the organization’s systems, networks, or data. It covers the selection, use, and management of digital account tracking tools for all digital accounts used within the organization.

3.2. Policy Statement

All employees must use approved digital account tracking tools to manage and monitor their accounts related to organizational systems and data. These tools are essential for maintaining security, auditing access, and ensuring compliance with organizational policies.

3.3. Digital Account Tracking Tool Selection

3.3.1. Approved Tools

- The IT department is responsible for selecting and approving digital account tracking tools for organizational use. Approved tools must meet the following criteria:
    - **Security:** The tool must offer robust security features, including encryption, two-factor authentication (2FA), and secure access controls.
    - **Comprehensive Tracking:** The tool must provide comprehensive tracking of account creation, usage, and access logs.
    - **Reporting Capabilities:** The tool must offer detailed reporting features that allow for regular audits and reviews of account activity.
    - **User Management:** The tool must support role-based access controls, enabling the assignment of appropriate permissions to users based on their job responsibilities.

3.3.2. Prohibited Tools

- The use of unapproved or personal account tracking tools is strictly prohibited for managing organizational accounts. Only tools vetted and approved by the IT department may be used. If an employee is unsure if a tool or software is permitted, they are to submit a request to the administrative department for review and approval.

3.4. Account Management Practices

3.4.1. Account Creation

- **Authorization:** All new digital accounts must be created following approval from the relevant department head or IT department. The creation of new accounts must be logged and tracked using the approved digital account tracking tool.
- Note for organization: what is the master email and who has access to it (Super Admin?). If your organization has less than 5 members, please ensure that at least two members have access to the Super Admin status.
- **Account Information:** Account information, including usernames, roles, and permissions, must be accurately recorded in the tracking tool.

3.4.2. Account Monitoring

- **Regular Monitoring:** The IT department must regularly monitor account activity to detect any unauthorized access, unusual behavior, or potential security risks.

- **Automated Alerts:** The account tracking tool should be configured to send automated alerts in case of suspicious activity, such as multiple failed login attempts, access from unfamiliar IP addresses, or login outside of normal business hours.

3.4.3. Account Reviews

- **Periodic Audits:** Periodic audits of all digital accounts must be conducted to ensure that access permissions are appropriate and that no unauthorized accounts exist.
- **Deactivation of Inactive Accounts:** Accounts that have not been used for a defined period (e.g., 180 days) should be reviewed and potentially deactivated to reduce security risks. **It is recommended that the administrative department schedules an audit review check of all accounts every 3 months (or once a quarter).**

3.5. Training and Support

3.5.1. Employee Training

- **Initial Training:** All employees must complete training on the use of approved digital accounts upon joining the organization or when new tools are implemented.
- **Ongoing Training:** The organization will provide ongoing training and resources to help employees effectively use digital account tracking tools and stay informed about best practices in account management and security.

3.5.2. IT Support

- The IT department will provide support for setting up and using the approved account tracking tools, including troubleshooting common issues and answering security-related questions. If your organization does not have the capacity for an IT department, please ensure you are securing incident response support through outside help (see Section 5 for details).

3.6. Data Security

3.6.1. Protecting Digital Assets

- **Internal Personnel Information:** All employees must keep internal personnel information (e.g. staff, contractors, volunteers) confidential and stored securely. This information should be stored in an encrypted database with controlled access. The Human Resources team is responsible for keeping this data secure. Always obtain explicit consent before recording or sharing personal information, ensuring compliance with privacy regulations and ethical standards.
- **Regular Backups**: Digital assets should be backed up in either a cloud-based storage or hardware storage to ensure data availability in case of failure or cyber incidents. The IT team is responsible for managing the backups to ensure that backups are automated or manually updated on a regular basis.

- **Financial Records and Critical Records**: Financial information should be kept encrypted and/or password protected with limited access (only authorized personnel)
- For more information on protecting and managing assets can be found here: https://islamicfamily.notion.site/IslamicFamily-Cybersecurity-Policy-c57681d4bf90456b9b7eb013a483fbb5

4. Digital Identity

Organizational Policy for Protecting Employee Digital Identities

---

4.1. Purpose

The purpose of this policy is to establish guidelines and best practices for protecting the digital identities of employees within the organization. This policy aims to safeguard employees from identity theft, cyberattacks, and unauthorized use of their personal and professional digital identities.

4.2. Scope

This policy applies to all employees, contractors, and third-party vendors who interact with the organization's systems, networks, or data. It covers the protection of digital identities across all platforms and devices used in the course of conducting organizational business.

4.3. Policy Statement

The organization is committed to protecting the digital identities of its employees. All employees must follow the established guidelines to ensure that their digital identities, both personal and professional, are secure and that organizational resources are not compromised.

4.4. Digital Identity Protection Practices

4.4.1. Account Security

- Employees must create strong, unique passwords for all accounts related to organizational work, adhering to the organization's password complexity requirements. Recommendations include:
    - A length of 12-24 characters or more
    - A combination of uppercase letters, lowercase letters, numbers and special characters

- Does not use personal information, dictionary words or predictable patterns. For example, avoid using your name, birthday or series of numbers in order because ‘Alex12345’ or ‘Password1’ can be easily guessed.
- Consider using a passphrase that is easy to remember but hard for others to guess. For example, the phrase “My snake loves to dance at night” could be transformed into a stronger password with numbers and special characters to make “My $nake l0ves 2 dAnce @ n1ght”.
- Do not reuse a password across multiple accounts

For more information on choosing strong passwords: https://www.keepersecurity.com/blog/2024/06/24/how-many-characters-should-my-password-be/

- **Multi-Factor Authentication (MFA):** Employees must enable multi-factor authentication (MFA) on all accounts that support it, particularly those used to access organizational systems or sensitive data. This provides an additional layer of security that verifies your identity when logging into an account. This involves using at least one of the following authentication factors in addition to your password:
  - SMS (text message): Add your phone number as a security method. You will receive an SMS text message with a one-time code to verify your identity. Beware that this method has security limitations, including the risk of unencrypted messages being intercepted and susceptibility to SIM-swapping attacks. However, SMS MFA is still a valuable security option and significantly improves account protection compared to relying solely on a password
  - Third-party authenticator app: An authenticator app can be downloaded on your mobile device. This either generates a one time code required after entering your password or a push notification to approve login. Examples include Google Authenticator, Microsoft Authenticator or Duo).
  - Security keys/Hardware tokens: A physical device that your system must detect to verify your identity. They come in various forms, such as USB drives, key fobs, or NFC-enabled devices, and work by generating time-sensitive codes, performing cryptographic operations, or connecting directly to a computer or smartphone. For example, Google’s Titan Security Key is a physical USB security key that can either be inserted into your computer or connected via NFC.
  - Some accounts provide recovery codes that serve as a backup when your device is unavailable for multi-factor authentication (MFA). These codes are typically generated at the end of the MFA setup process. It is highly recommended to store them securely in a place that remains accessible even if your device is lost or unavailable. A secure option is to save them in a trusted password manager for easy retrieval when needed.
  - Your organization has selected (this option) for your digital safety purposes. The Admin/Tech Lead is responsible for providing you with set up and training for this procedure. Please contact them with any questions regarding the set up or maintenance of the process.

- **Password Management:** Employees are required to use an approved password manager to store and manage passwords securely, reducing the risk of password reuse and breaches. Some examples of password managers are Google Password Manager, Bitwarden, 1Password, DashLane, and Keeper
    - Your organization has selected (this option) for your digital safety purposes. The Admin/Tech Lead is responsible for providing you with set up and training for this procedure. Please contact them with any questions regarding the set up or maintenance of the process.

  You can use a password manager to:
    - Create and save strong, unique passwords to your account so you don't have to remember them.
    - Protect all your saved passwords with built-in security.
    - Automatically fill in passwords on sites and apps.
- Employees must ensure that the password manager is protected through multi-factor authentication (MFA) and/or the master password meets the organization's password complexity requirements and is not reused across other accounts. Also be sure to update passwords on regular basis (eg. every 3 months). Some password managers have a feature to set up reminders, otherwise schedule reminders manually in your calendar in collaboration with your IT Team.

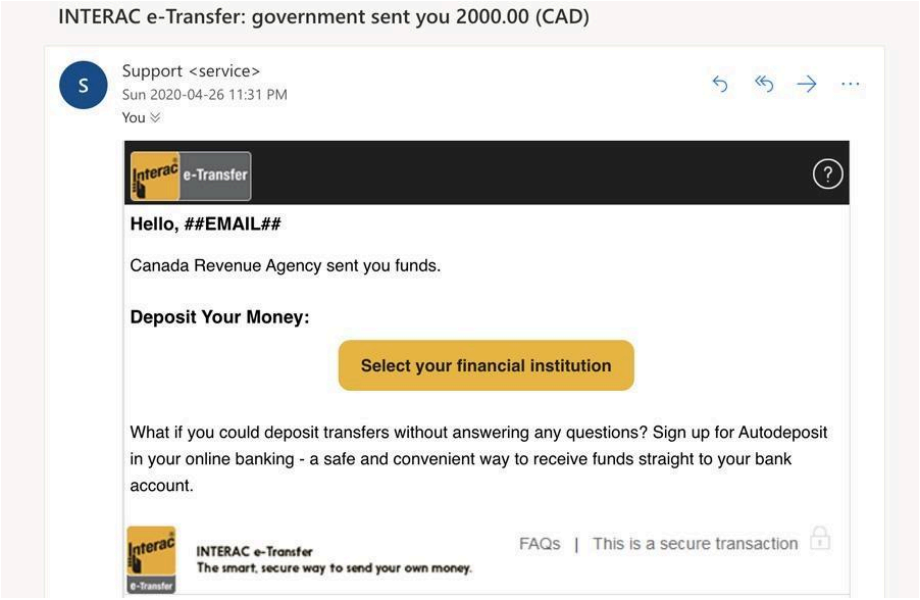
Information on passwords and MFA was found from the Social Media Security & Privacy Checklists resource linked in this article:

Kozinski, K. & Kapur, N. (2020, February 27). *How to Dox Yourself on the Internet*. New York Times. https://open.nytimes.com/how-to-dox-yourself-on-the-internet-d2892b4c5954

4.4.2. Email and Communication Security

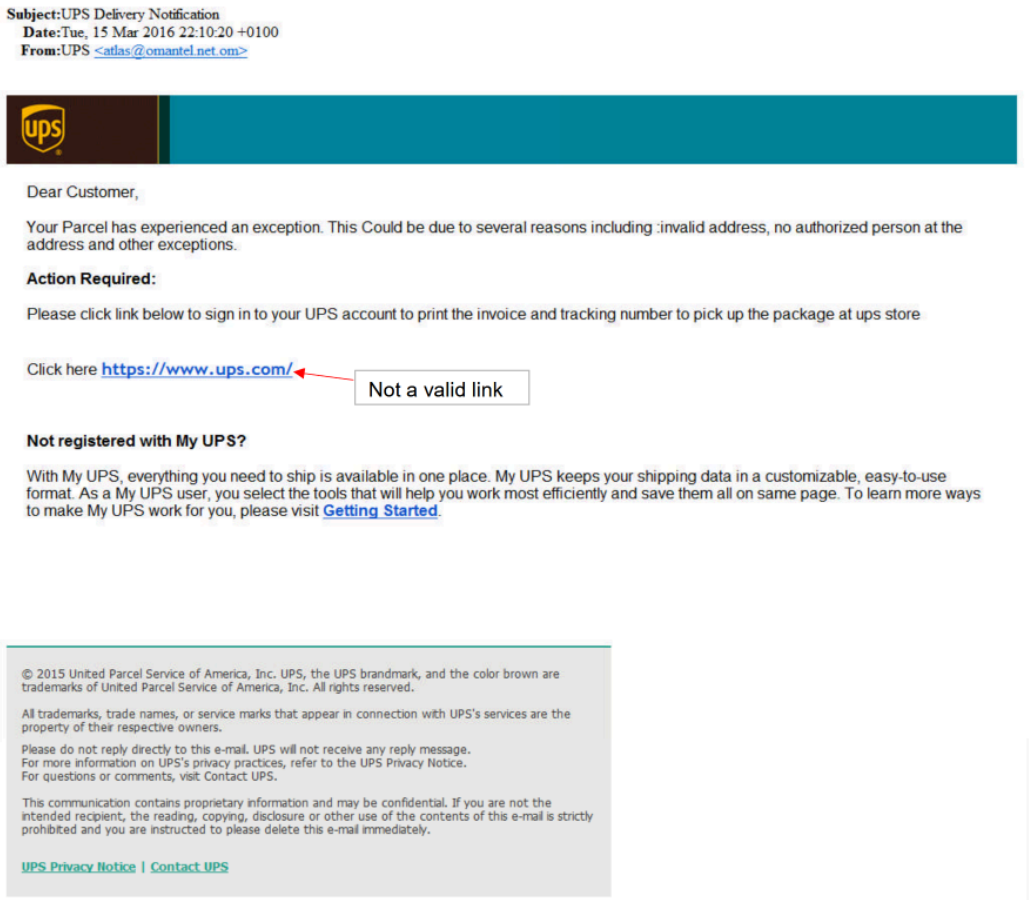
- **Phishing Awareness:** Employees must complete regular training on recognizing and avoiding phishing attempts. Phishing is a form of **social engineering**, where attackers manipulate or deceive individuals into revealing confidential information. This often involves creating a false sense of urgency, such as claiming an account will be locked unless the victim clicks on a malicious link. Employees should be trained to identify red flags and report suspicious emails or communications to the IT department immediately. To strengthen awareness, organizations should conduct ongoing phishing simulation tests monthly to test employees' responses in real-world scenarios. These simulations can highlight areas where additional training is needed.
    - Phishing examples:
        - A phishing email may impersonate your bank, asking you to click on a link to verify your account due to "suspicious activity" or to accept an e-transfer. The link leads to a fraudulent website designed to steal your login credentials. Legitimate banking communications will typically be sent to the personal email address you've registered with the bank, not your

work email. To stay safe, always log in directly through your bank's official website or app rather than clicking on links in emails.



Hrynchuk, S. (2020, August 12). *E-Mail Money Transfer*. Scam Detector. https://www.scam-detector.com/article/e-mail-money-transfer/

- You might receive an email claiming to be from a shipping company like UPS, FedEx, or DHL, stating that a package couldn't be delivered. The email often includes a link to "reschedule delivery" or pay a fee, but the sender's email address will likely not match the shipping company's domain. If you're not expecting a delivery or the email is sent to your work address for a personal purchase, it's likely a scam. Always verify directly with the shipping company through their official website or app.



Subject:UPS Delivery Notification
Date: Tue, 15 Mar 2016 22:10:20 +0100
From:UPS <atlas@omantel.net.om>

Dear Customer,

Your Parcel has experienced an exception. This Could be due to several reasons including :invalid address, no authorized person at the address and other exceptions.

Action Required:

Please click link below to sign in to your UPS account to print the invoice and tracking number to pick up the package at ups store

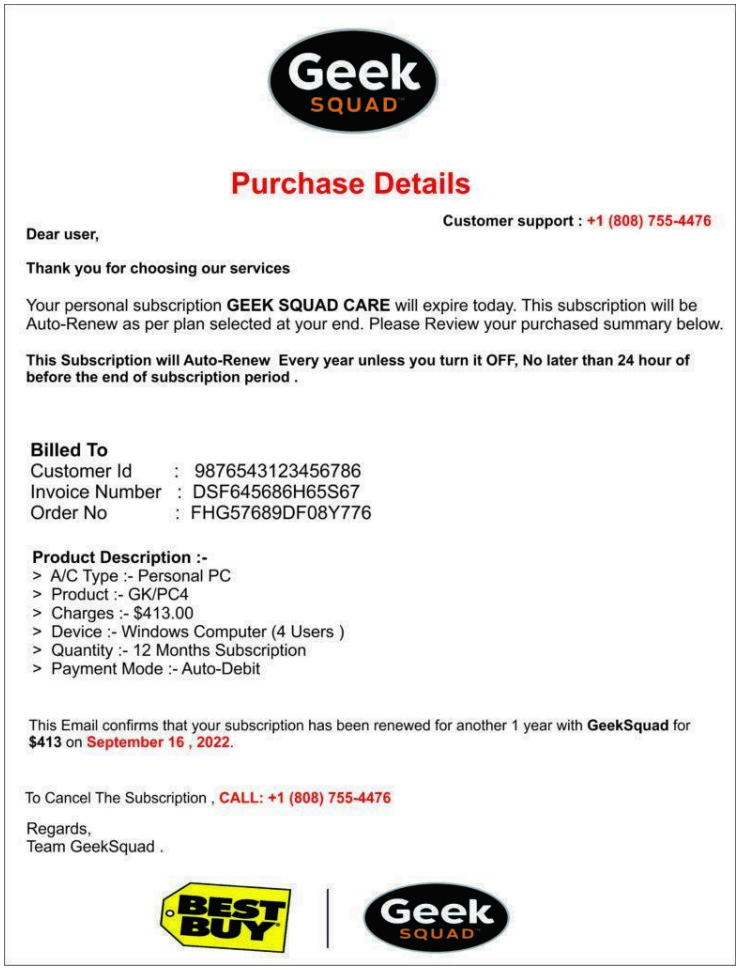
Click here https://www.ups.com/ Not a valid link

Not registered with My UPS?

With My UPS, everything you need to ship is available in one place. My UPS keeps your shipping data in a customizable, easy-to-use format. As a My UPS user, you select the tools that will help you work most efficiently and save them all on same page. To learn more ways to make My UPS work for you, please visit Getting Started.

UPS. (2025). *Protect Yourself From Fraud and Scams*. UPS. https://www.ups.com/ca/en/support/shipping-support/legal-terms-conditions/fight-fraud.page

- Phishers might send an email with an image or attachment labeled as an invoice. The email claims that you must contact a phone number to "cancel" the transaction. Once you call, they'll attempt to extract personal or financial information. If you were not expecting an invoice or the document lacks legitimate sender details, such as an official email address or a specific contact person, it's almost certainly fraudulent. Avoid engaging and report the email to your IT team.



Purchase Details

Customer support : +1 (808) 755-4476

Dear user,

Thank you for choosing our services

Your personal subscription **GEEK SQUAD CARE** will expire today. This subscription will be Auto-Renew as per plan selected at your end. Please Review your purchased summary below.

This Subscription will Auto-Renew Every year unless you turn it OFF, No later than 24 hour of before the end of subscription period .

Billed To
Customer Id : 9876543123456786
Invoice Number : DSF645686H65S67
Order No : FHG57689DF08Y776

Product Description :-
> A/C Type :- Personal PC
> Product :- GK/PC4
> Charges :- $413.00
> Device :- Windows Computer (4 Users)
> Quantity :- 12 Months Subscription
> Payment Mode :- Auto-Debit

This Email confirms that your subscription has been renewed for another 1 year with **GeekSquad** for **$413** on **September 16 , 2022**.

To Cancel The Subscription , **CALL: +1 (808) 755-4476**

Regards,
Team GeekSquad .

Site Admin. (2022, September 26). *Fake Invoice Phishing Scams*. Information Technology Lawrence Berkeley National Laboratory. https://it.lbl.gov/fake-invoice-phishing-scams/

- How to spot a phishing email:
  - Check the sender's email address: Phishing emails often come from addresses designed to look legitimate but contain small typos or unusual domains (e.g., support@paypa1.com instead of support@paypal.com). Always verify the sender's email carefully. Hint: check the company's website to be sure!
  - Look for Spelling and Grammar Errors: Poor grammar, spelling mistakes, or awkward phrasing are common in phishing emails. Legitimate organizations typically ensure their communications are polished and professional.
  - Hover Over Links Without Clicking: Before clicking any links, hover your cursor over them to see the actual URL. If the link doesn't match the organization's official website or appears suspicious (e.g., a random string of characters or an unfamiliar domain), it's likely phishing.

- Avoid Unexpected Attachments: Be cautious of unexpected attachments, especially in unusual formats like .exe, .zip, or .scr, as these files often contain malware. Only open attachments from trusted sources.
- Look for Generic Greetings: Phishing emails frequently use generic greetings like "Dear Customer" or "Hello User" instead of addressing you by name. Trusted organizations typically personalize emails to address you directly
- Beware of Urgent or Threatening Language: Many phishing emails create a false sense of urgency or fear to manipulate you into acting quickly. Common phrases include "Your account will be locked in 24 hours" or "Immediate action required!" Always take a moment to verify before reacting.
- Look for an email signature: Legitimate organizations include professional email signatures with relevant contact information and branding, such as logos. If an email lacks these elements or looks unprofessional, it could be fraudulent.
- Avoid using QR codes from unfamiliar or suspicious websites.

For more examples on fake emails and what signs to look out for, check Government of Canada's Get Cyber Safe Resources Website: https://www.getcybersafe.gc.ca/en/resources/real-examples-fake-emails

- **Secure Communication Channels:** Employees should use only approved and secure communication channels (e.g., encrypted email, secure messaging apps) for sharing sensitive information.
  - Secure Messaging Apps (e.g., Signal, WhatsApp): For private communication, use encrypted messaging apps like Signal or WhatsApp. If you're using WhatsApp, enable two-factor authentication (2FA) for added security. Also, ensure that your app is always updated to the latest version to benefit from the latest security patches.
  - Avoid Unsecured Platforms (e.g., SMS, social media, or personal email): Never share sensitive organizational information over unsecured channels such as SMS, Facebook Messenger, or personal email accounts, as these do not offer sufficient encryption or protection against interception.
  - Using File Sharing Services (e.g., Google Drive with encryption, Dropbox with two-factor authentication): When sharing sensitive files, use services that support encryption and strong access control. For Google Drive, ensure that the file is shared with only authorized individuals and enable the option to restrict downloading or sharing. For Dropbox, activate two-factor authentication to protect your account.
  - Encrypted Email (e.g., Gmail or Outlook with encryption): Always use encrypted email services or enable encryption features when sending sensitive information. Gmail automatically encrypts the email in transit using transport-layer security (TLS). If you're using Outlook, ensure that the message is encrypted by selecting the "Encrypt" option before sending.

- **Email Signature Safety:** Personal information in email signatures should be kept minimal. Avoid including details like personal phone numbers, addresses, or other sensitive information. This may be extended to include full names or hyperlinks to third party sites.
    - Company needs to set standard for the degree of confidentiality needed for each employee, and what they are consenting to share about themselves publicly.
- **Vishing**: Vishing, or voice-phishing, is a social engineering threat where attackers use phone calls or voice communication to manipulate individuals into revealing sensitive information. This often involves techniques such as caller ID spoofing, fake phone numbers, or voice cloning. Attackers may impersonate trusted sources like family members, friends, employers or service providers.
    - Vishing Examples:
        - Bank fraud: Attackers pose as bank representatives and claim there has been fraudulent activity on your account. They'll ask for personal information (e.g., account details, PINs etc.) to secure your account or ask you to transfer your funds to another account. Always verify bank fraud alerts through your mobile banking app, email or local banking centre.
        - Government impersonation: Attackers impersonate government officials (e.g., CRA) demanding personal and financial information to process a tax refund, verify your identity or make a payment. Official government agencies will not contact you for this information over the phone, they send mailed letters or request you to bring in documents in-person to a government office.
    - Signs of Vishing:
        - Poor audio quality or background noise
        - Unsolicited requests for sensitive information about yourself or someone you know
        - A sense of urgency or threatening language to coerce you into responding quickly without thinking
        - An urgent text from family/collegaure from a new number
    - If unsure, hang up and call your IT team/trusted colleague directly to confirm requested information or action before moving forward.

Check these resources to learn more about vishing:
https://www.getcybersafe.gc.ca/en/blogs/what-vishing
https://www.cyber.gc.ca/en/what-voice-phishing-vishing-itsap00102
https://us.norton.com/blog/online-scams/vishing
https://www.comparitech.com/blog/information-security/what-is-vishing-how-to-avoid/

4.4.3. Social Media and Public Profiles

- **Privacy Settings:** Employees must review and adjust the privacy settings on their social media and public profiles to limit the exposure of personal information. Professional

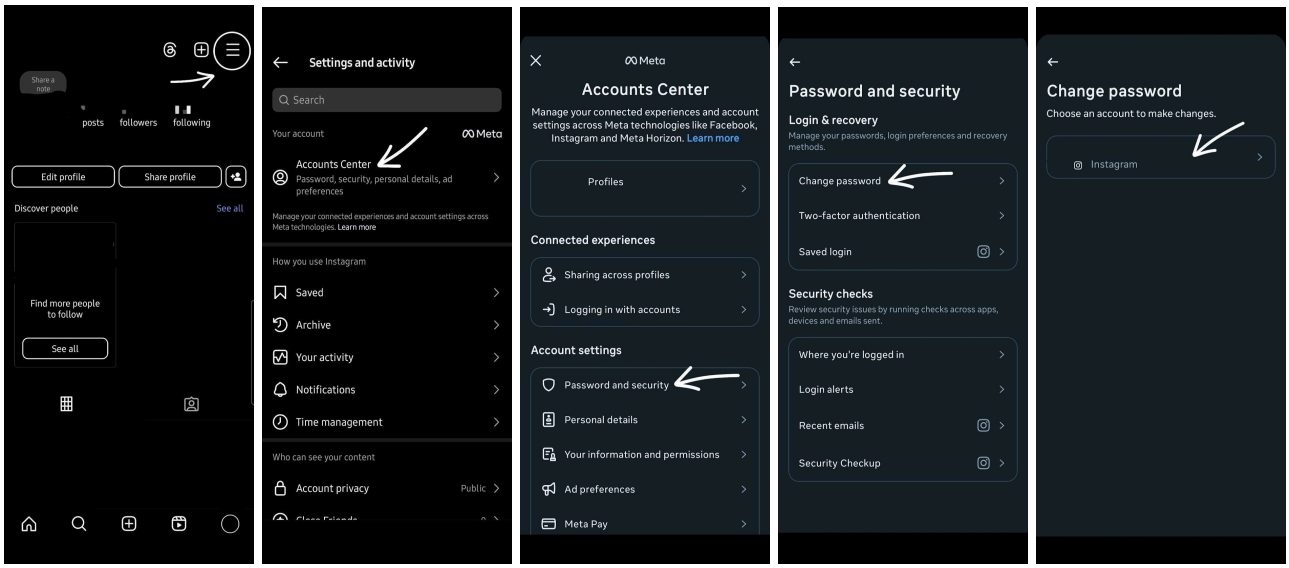
profiles (e.g., LinkedIn) should be kept up-to-date with a focus on career-related content, if employees consent to do so and it is safe for them to disclose that information online.
    - Company-specific privacy policy should be included here. Decide on the degree of which privacy will be kept, with consent from each employee.
- **Social Media Conduct:** Employees are advised to exercise caution when sharing personal or professional information on social media. Posts should not disclose confidential organizational information or personal details that could be exploited by malicious actors.
- For Organizations: Insert link to consent form for social media use here
- **Avoid Linking Accounts:** Employees should avoid linking personal accounts (e.g., personal email, social media) with work-related accounts to minimize the risk of cross-platform breaches.

Below are privacy setting recommendations for Instagram, WhatsApp, LinkedIn, BlueSky and TikTok. Please note that screenshots of instructions were taken as of February 2025.

Instagram Security & Privacy Settings

Updating Your Password to a Strong and Unique One:

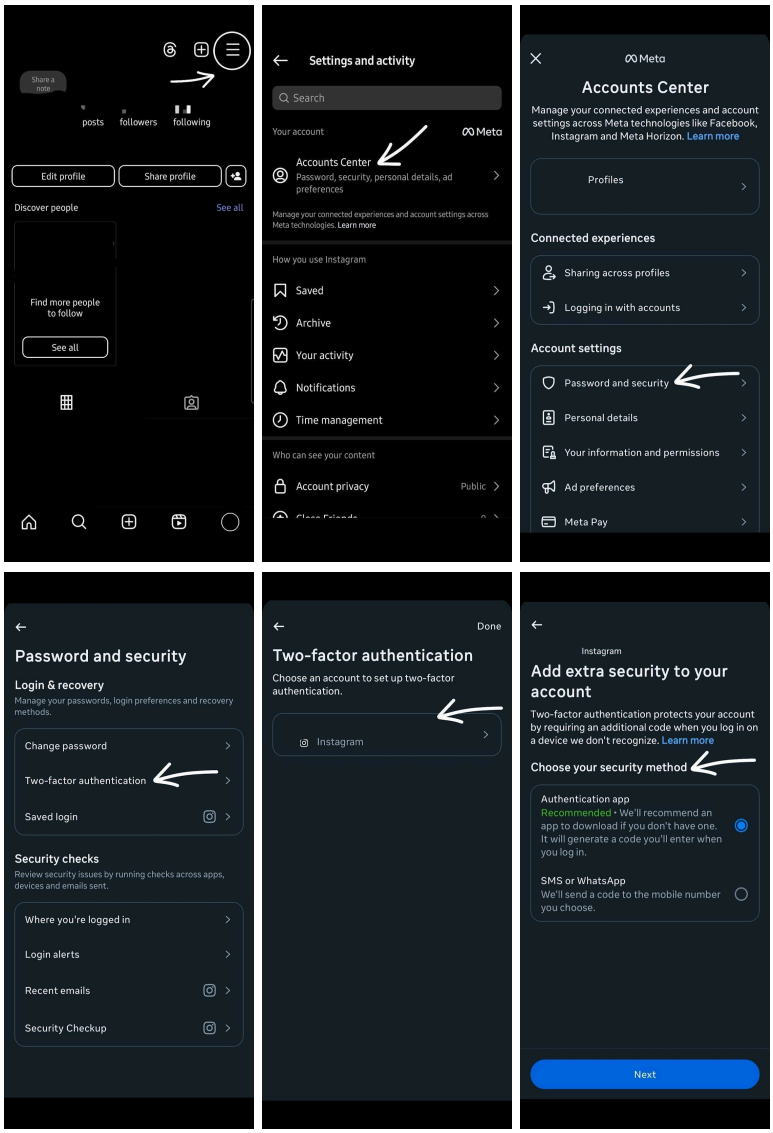
1. Go to your **Profile Page**.
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Account Center** > **Password & Security**.
4. Tap **Change Password** and select the account you want to update.
5. Enter a new, strong password and confirm the change.



Setting Up Two-Factor Authentication (2FA):

1. Go to your **Profile Page**.

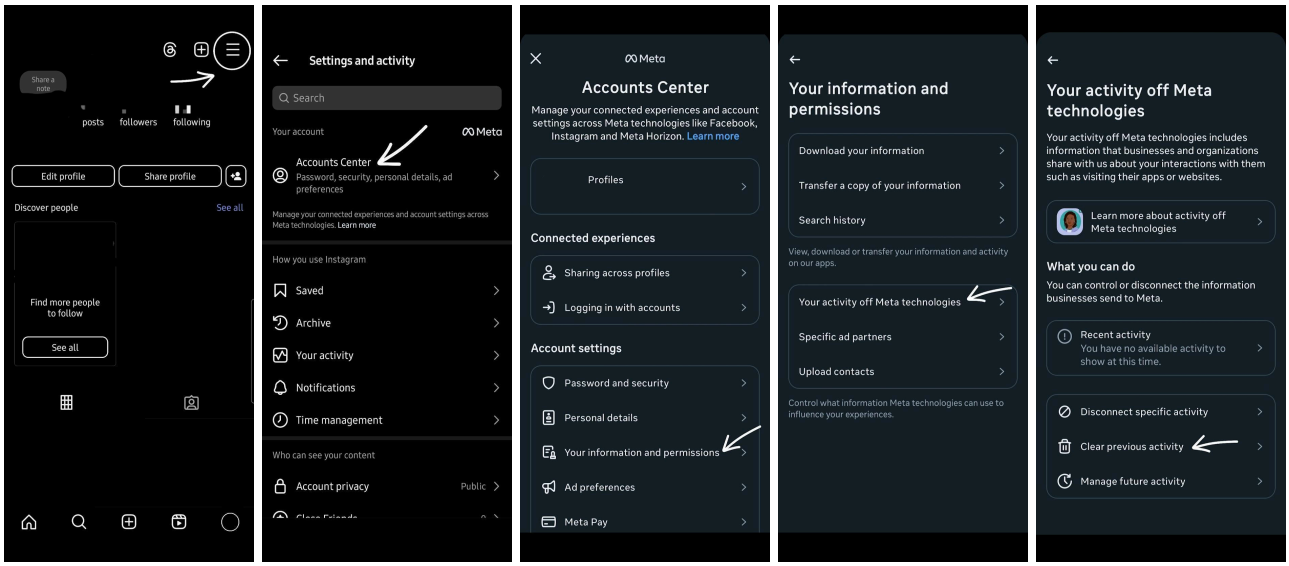
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Account Center** > **Password & Security** > **Two-Factor Authentication**.
4. Choose the account you want to secure.
5. Select a security method (e.g., Authentication App, SMS, or WhatsApp) and follow the on-screen instructions.

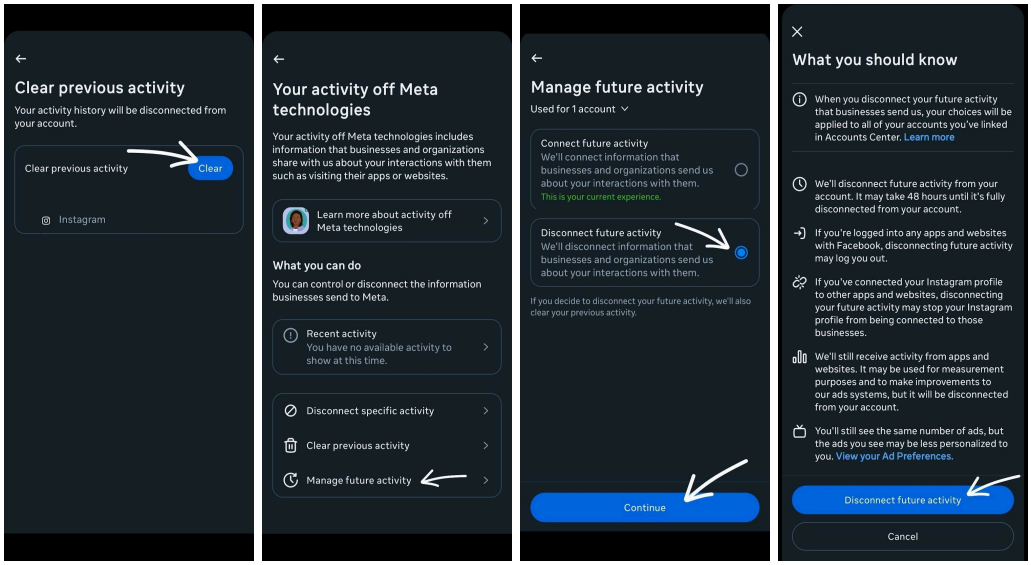


Managing Your Data & Activity Outside Meta:

1. Go to your **Profile Page**.
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Account Center** > **Your Information & Permissions** > **Your Activity Off Meta Technologies**.
4. **Clear Previous Activity:** Remove data linked to external sites and apps.

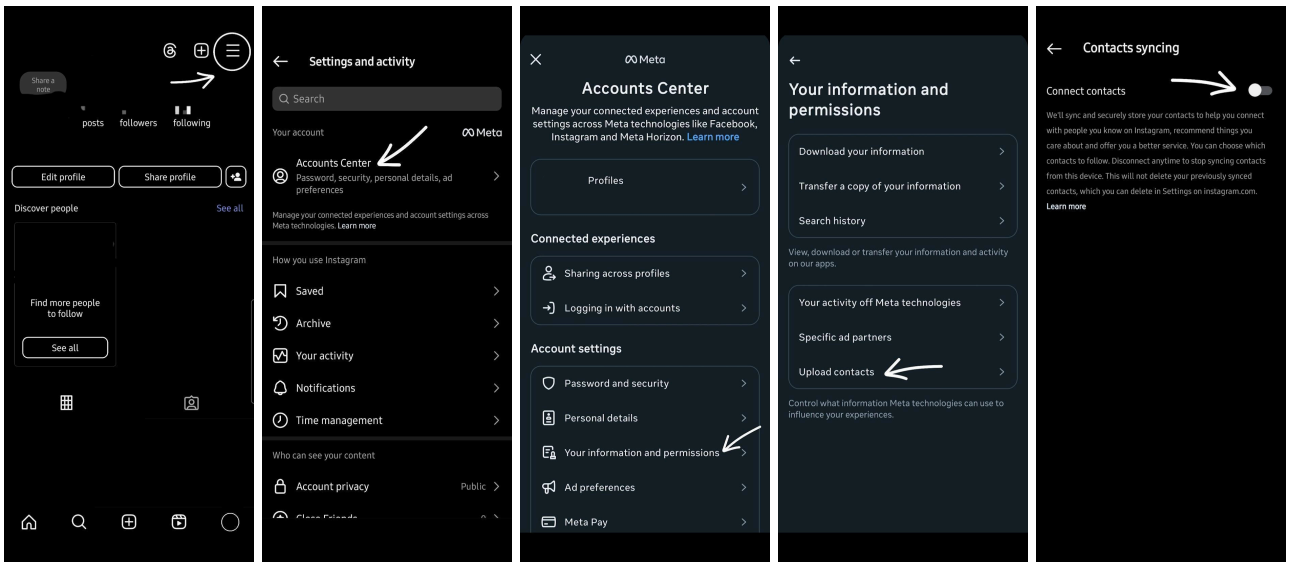
5. **Manage Future Activity:** Select **Disconnect Future Activity** to prevent tracking from external sources.





Removing Uploaded Contacts:

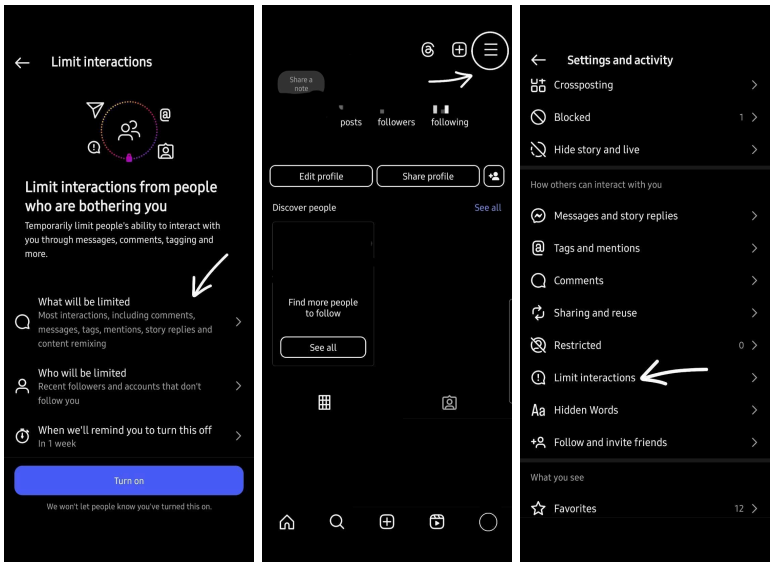
1. Go to your **Profile Page**.
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Account Center** > **Your Information & Permissions** > **Upload Contacts**.
4. Toggle **Connect Contacts** off to stop Instagram from accessing and storing your contacts.



Temporarily Limiting Interactions to Avoid Harassment:

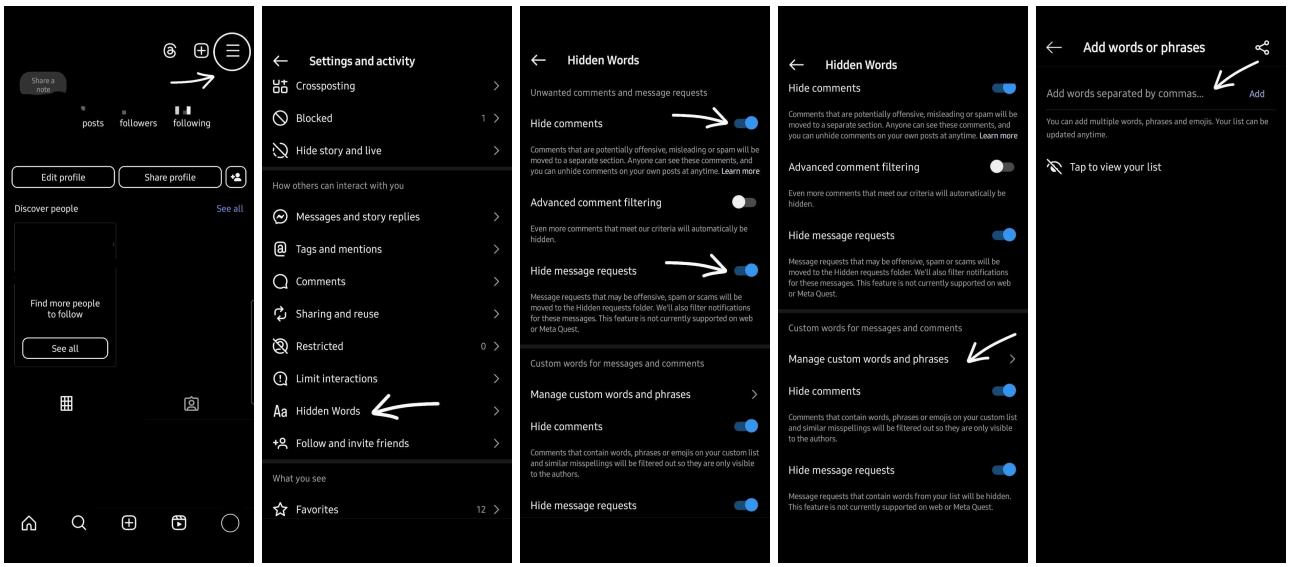
If you're experiencing unwanted interactions, you can temporarily limit engagement from certain users.

1. Go to your **Profile Page.**
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Limit Interactions.**
4. Choose **what to limit** (e.g., comments, messages).
5. Select **who to limit** (e.g., accounts that don't follow you or recent followers).
6. Set the **duration** (maximum of 4 weeks)



Filtering Out Offensive Words & Phrases:

1. Go to your **Profile Page**.
2. Tap the **Menu Icon** (≡) in the top right.
3. Select **Hidden Words**.
4. Enable **Hide Offensive Comments & Message Requests** to automatically filter harmful content.
5. Create a **Custom Words List** by adding specific words, phrases, or emojis you don't want to see then **Hide comments & Message requests** for those words
    - Check here for a full list of bad words that are already banned by Google https://web.archive.org/web/20240418094602/https://www.freewebheaders.com/full-list-of-bad-words-banned-by-google/

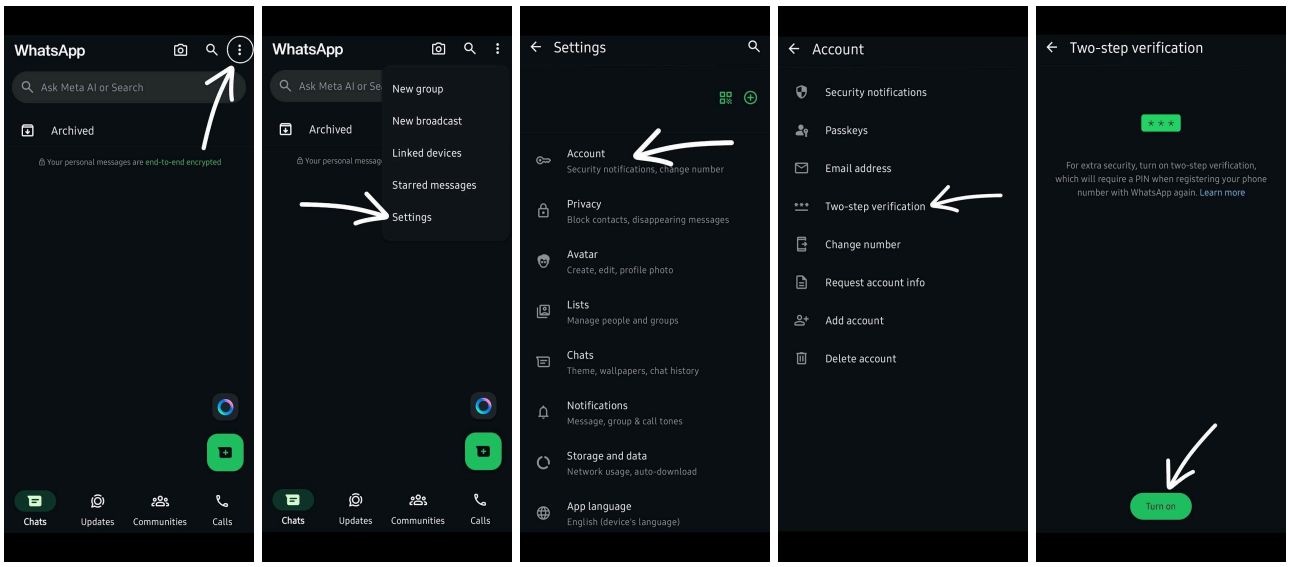


For more information on how to filter, block and report harmful content on social media, you can check here: https://rainn.org/articles/how-filter-block-and-report-harmful-content-social-media.

WhatsApp Security & Privacy Settings

Set Up Two-Factor Authentication (2FA):

1. Tap the **Menu Icon** (⋮) in the top right.
2. Go to **Settings** > **Account** > **Two-Step Verification**.
3. Tap **Turn On** and create a **6-digit PIN**.
4. This PIN will be required the next time you log in with your phone number.

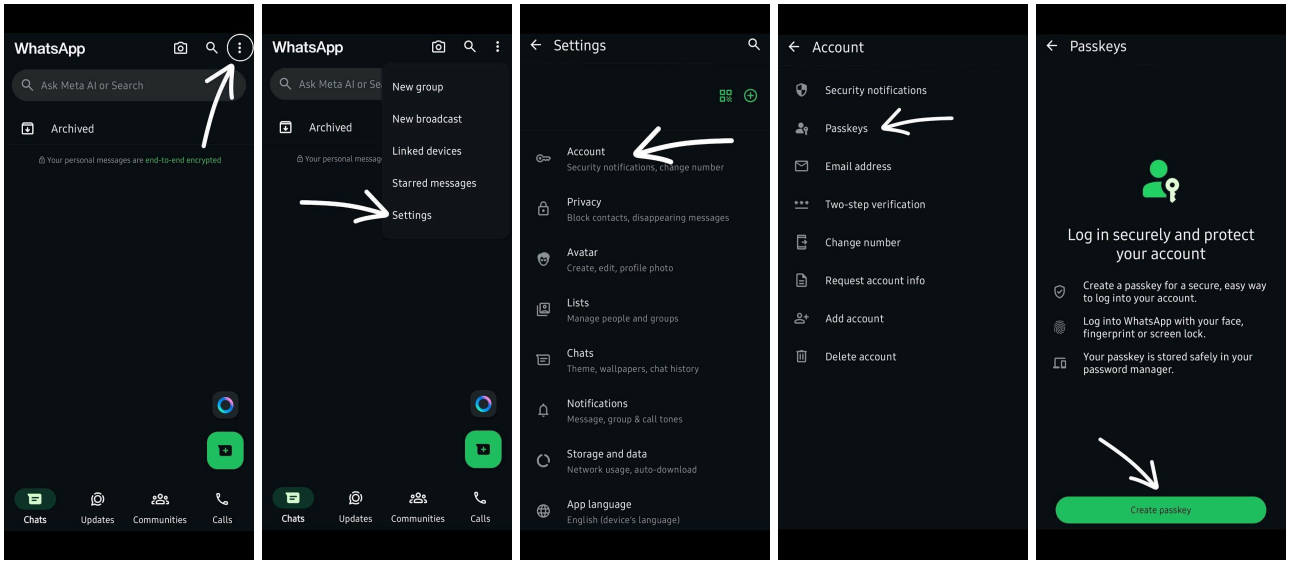


Enable a Passkey for Added Security:

Passkeys allow you to log in securely using **Face ID, Fingerprint, or Screen Lock** instead of a PIN.

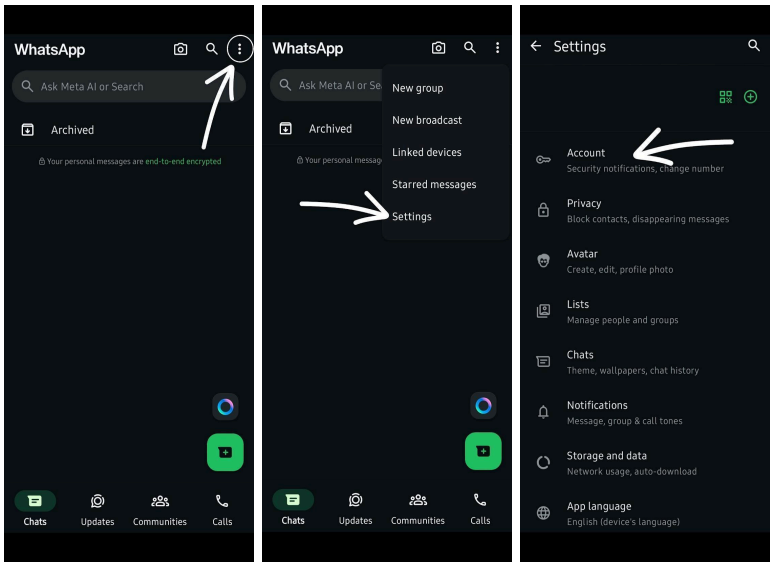
1. Tap the **Menu Icon** (⋮) in the top right.
2. Go to **Settings** > **Account** > **Passkeys**.
3. Tap **Create Passkey** and follow the instructions.
4. Your passkey will be securely stored in your password manager for future logins.

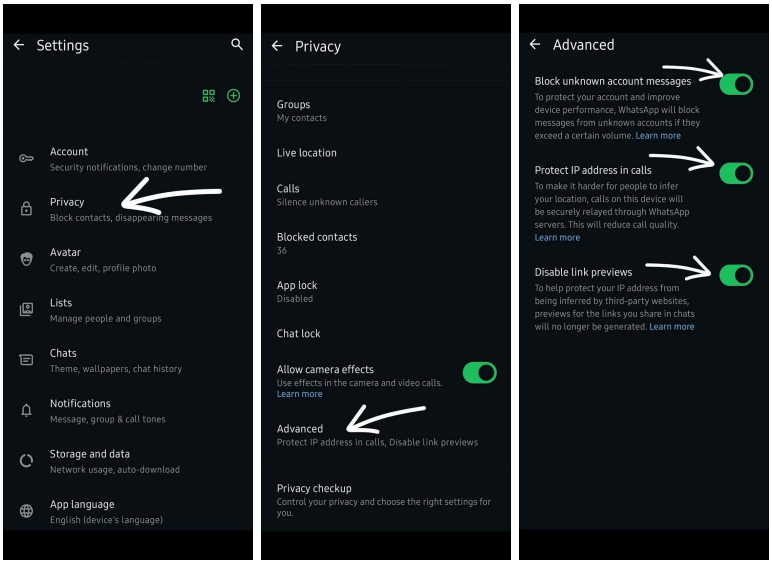
It is not recommended that you use any biological identification (e.g., Face ID, Fingerprints), for your digital devices, or for personal or workplace identification, as it poses a safety risk for yourself and those around you. Screen Locks and numerical pins are always the strongest and safest option, and cannot be unlocked without legal permission (e.g., a bench warrant) by a member of law enforcement. Face ID is also sensitive to size and shape, and is especially not recommended for those considering undergoing future physical changes or gender affirming care.



Protect Your IP Address & Block Unknown Accounts:

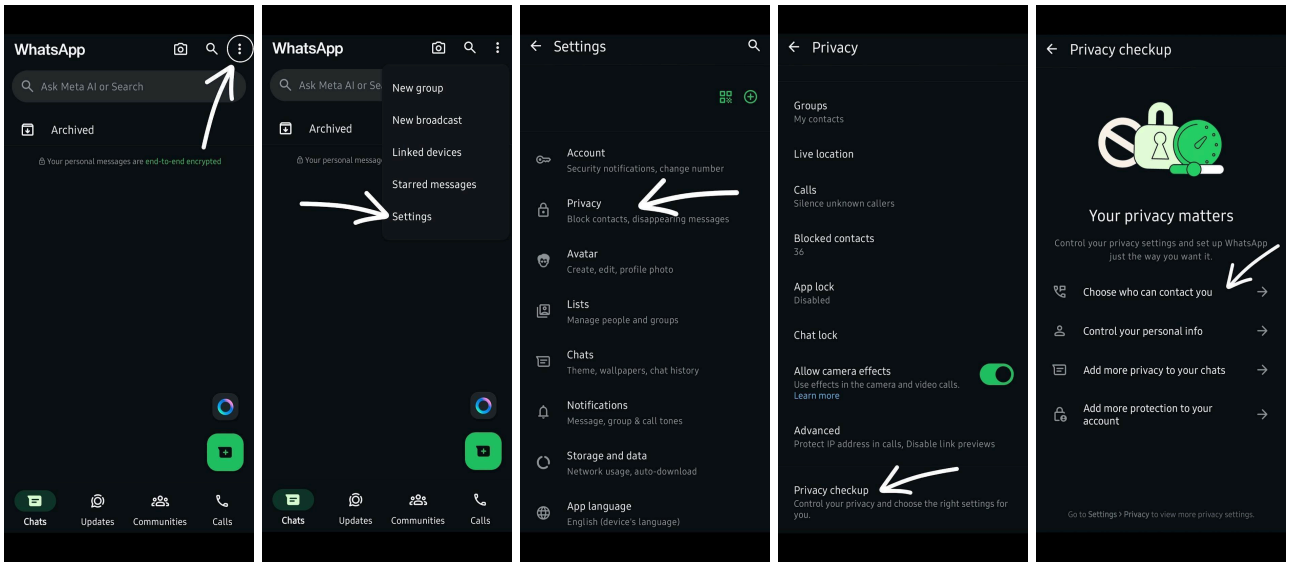
1. Tap the **Menu Icon** (⋮) in the top right.
2. Go to **Settings** > **Account** > **Privacy** > **Advanced**.
3. Enable the following options:
    - **Block Unknown Account Messages** – Prevents messages from unverified contacts.
    - **Protect IP Address in Calls** – Hides your IP address during calls for better security.
    - **Disable Link Previews** – Prevents link previews from revealing your data.





Perform a Privacy Checkup:

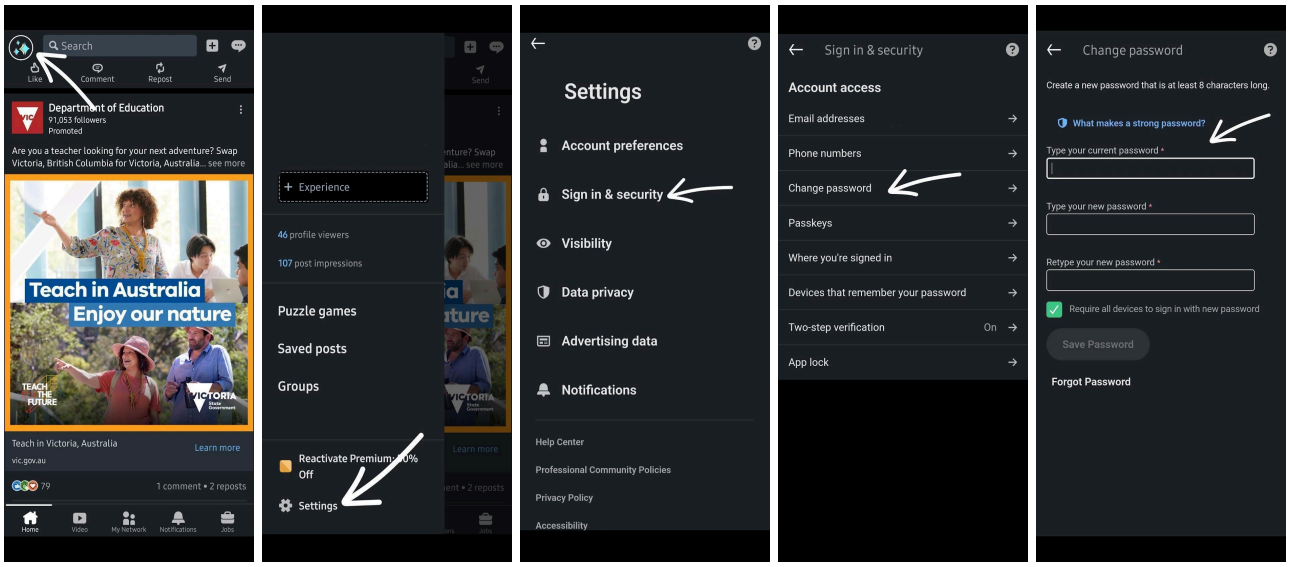
1. Tap the **Menu Icon** (⋮) in the top right.
2. Go to **Settings** > **Privacy** > **Privacy Checkup**.
3. Adjust settings to:
    - Choose **who can contact you**.
    - Control **your personal information visibility**.
    - Add **extra privacy to chats**.
    - Strengthen **account security and protection**.



LinkedIn Security & Privacy Settings

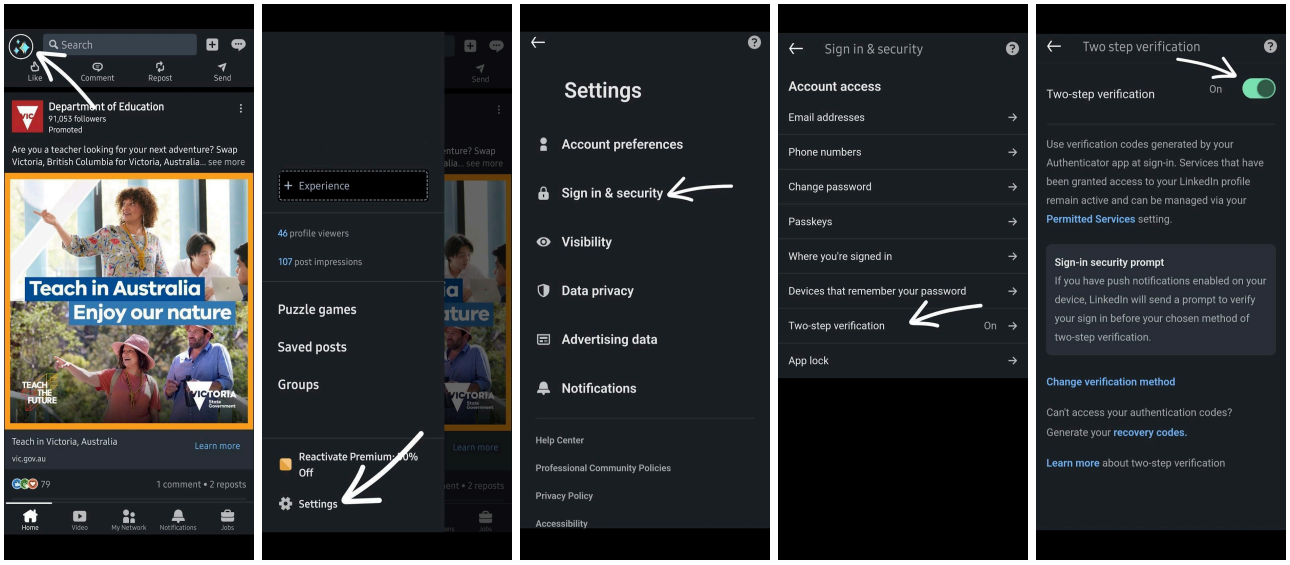
Update Your Password to a Strong and Unique One:

1. Tap your **Profile Picture**.
2. Go to **Settings** > **Sign In & Security** > **Change Password**.
3. Enter your current password, then create a strong, unique password that follows best security practices.



Set Up Two-Factor Authentication (2FA):

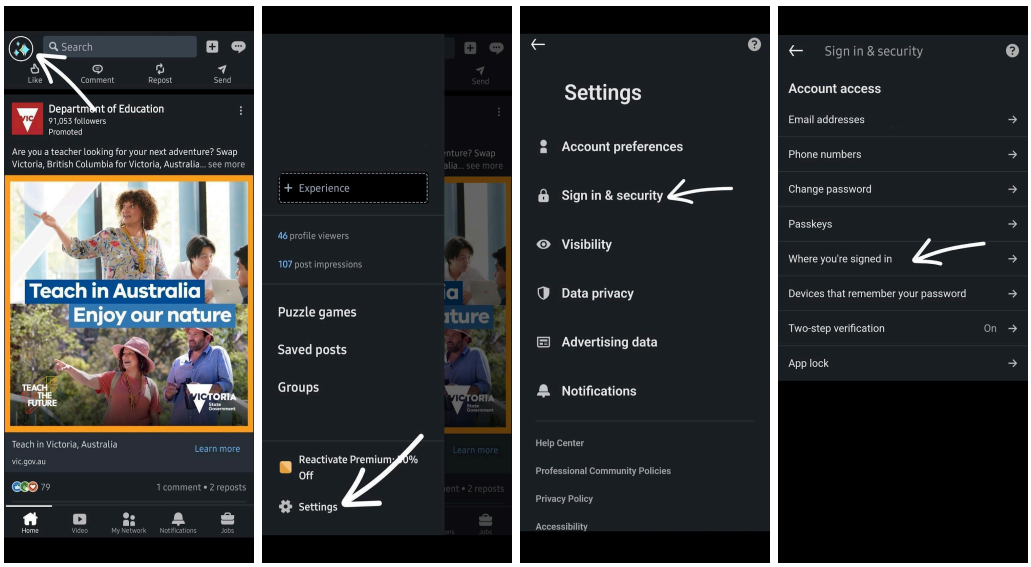
1. Tap your **Profile Picture**
2. Select **Settings** > **Sign In & Security** > **Two-Step Verification**.
3. Follow the on-screen instructions to enable 2FA using an authentication app or phone number.



Review Active Sessions & Sign Out of Unrecognized Devices:

Regularly check where your account is logged in to ensure no unauthorized access.

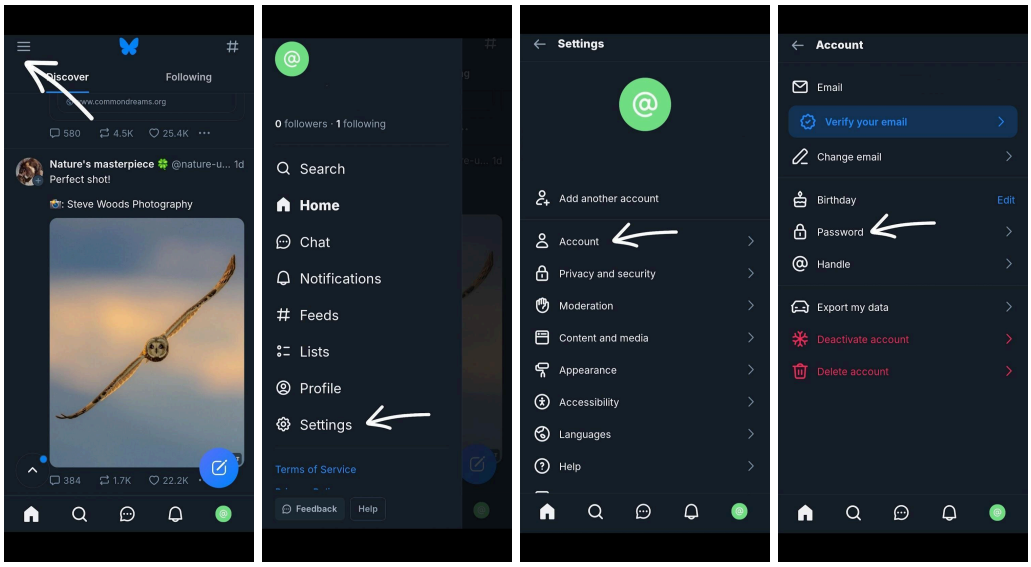
1. Tap your **Profile Picture**.
2. Navigate to **Settings** > **Sign In & Security** > **Where You're Signed In**.
3. Review the list of active sessions.
4. If you see any unfamiliar locations or devices, select **End Session** to log out immediately



Bluesky Security & Privacy Settings

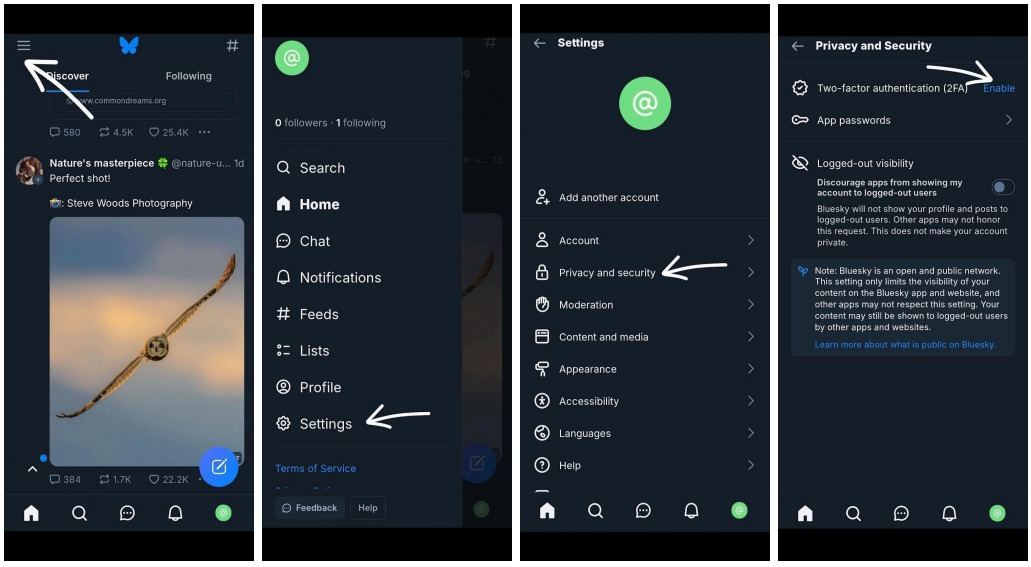
Update Your Password to a Strong and Unique One:

1. Open Bluesky and Tap the **Menu Icon** (≡) in the top left.
2. Select **Settings** (☼) > **Account** > **Password**
3. Follow the on-screen instructions to change password



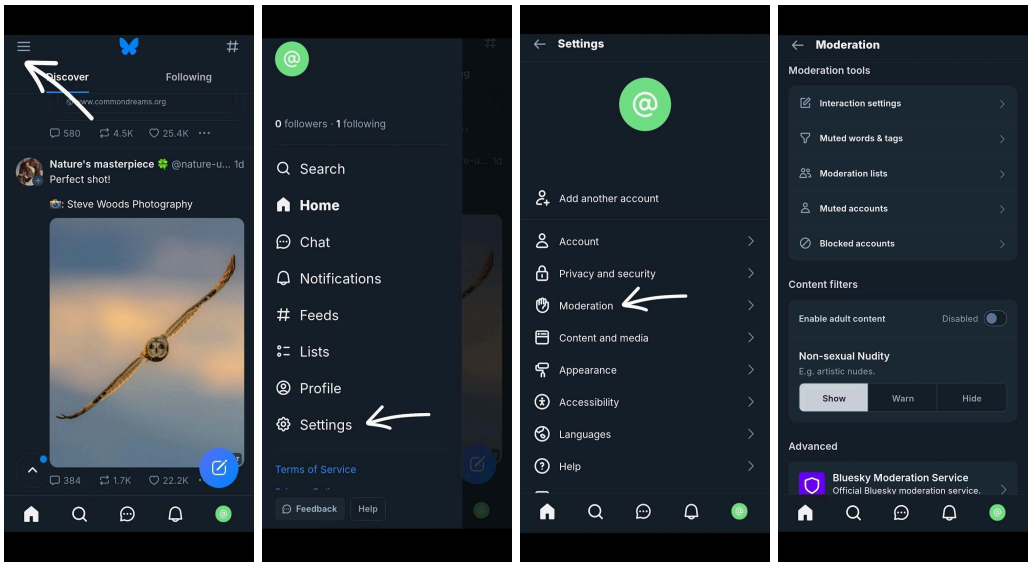
Setting Up Two-Factor Authentication (2FA):

1. Open Bluesky and tap the **Menu Icon** (≡) in the top left.
2. Select **Settings** (☼) > **Privacy and security** >
3. Enable Two-factor authentication(2FA) and follow on screen instructions



Moderate Content on Your Feed:

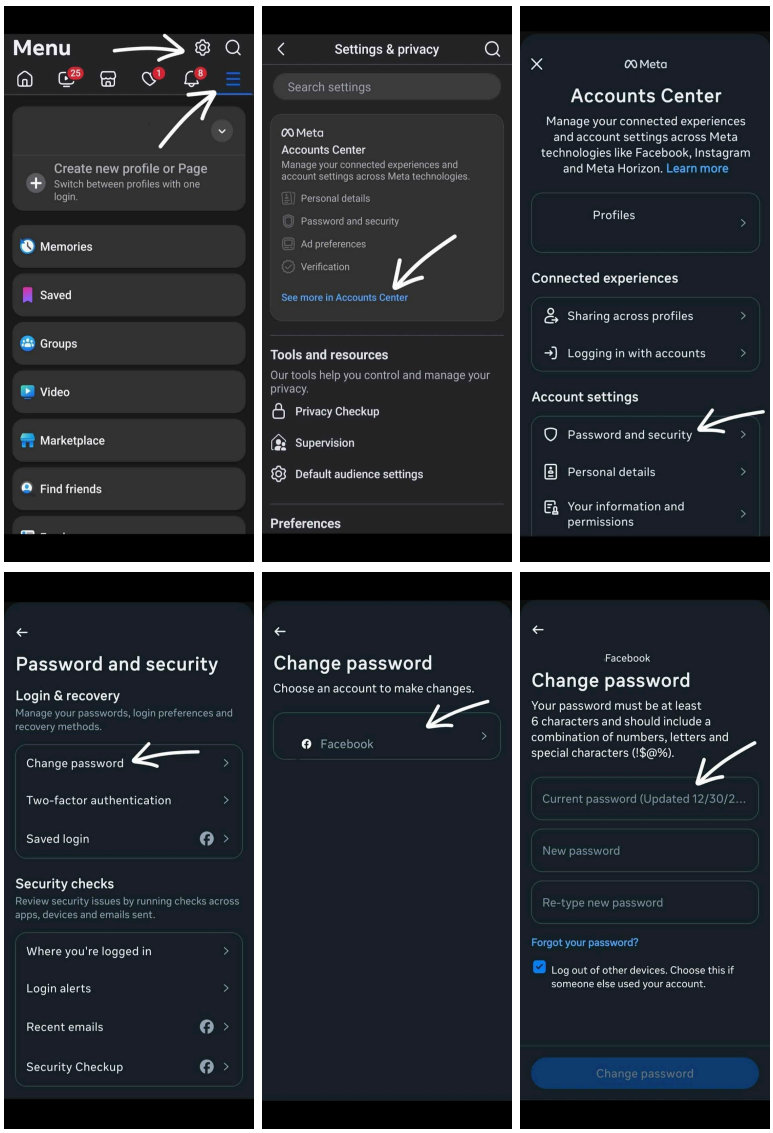
1. Open Bluesky and tap the **Menu Icon** (≡) in the top left.
2. Select **Settings** (☼) > **Moderation**
3. Adjust moderation settings to your preference to mute and filter certain words
    - Check here for a full list of bad words that are already banned by Google https://web.archive.org/web/20240418094602/https://www.freewebheaders.com/full-list-of-bad-words-banned-by-google/



Facebook Security & Privacy Settings

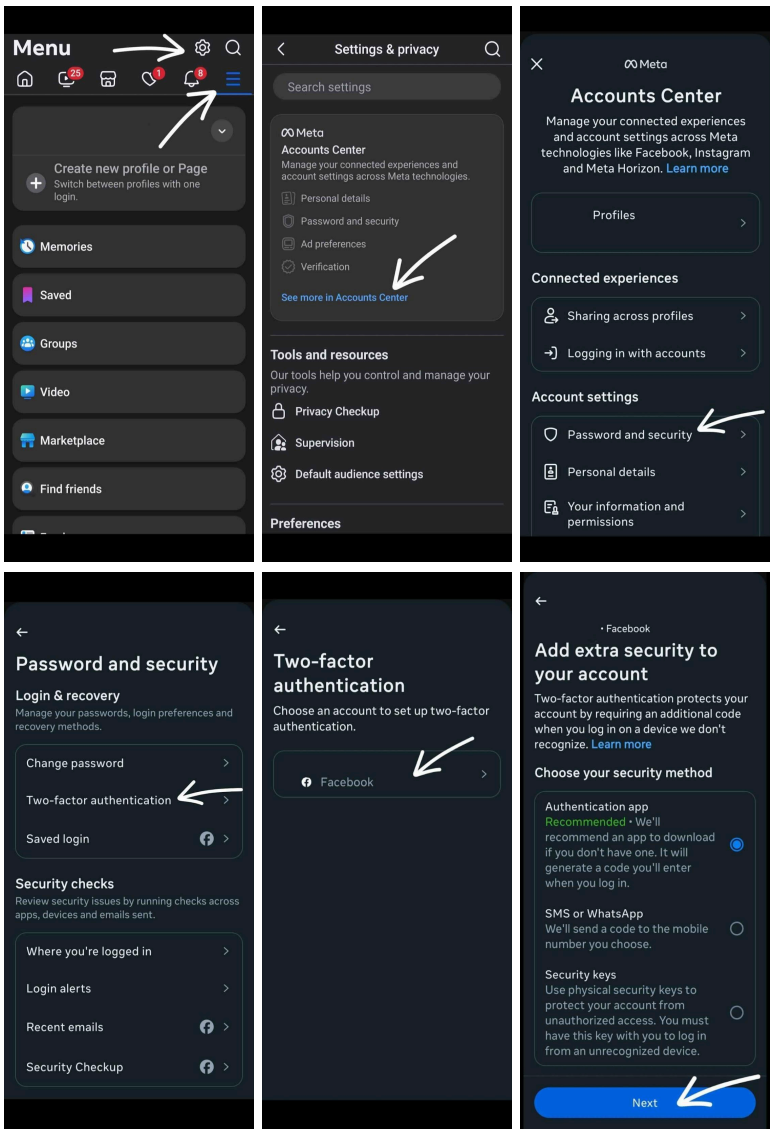
Updating Your Password to a Strong and Unique One:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Tap **See more in Account Center** > **Password & Security**.
4. Tap **Change Password** and select the account you want to update.
5. Enter a new, strong password and confirm the change



Setting Up Two-Factor Authentication (2FA):

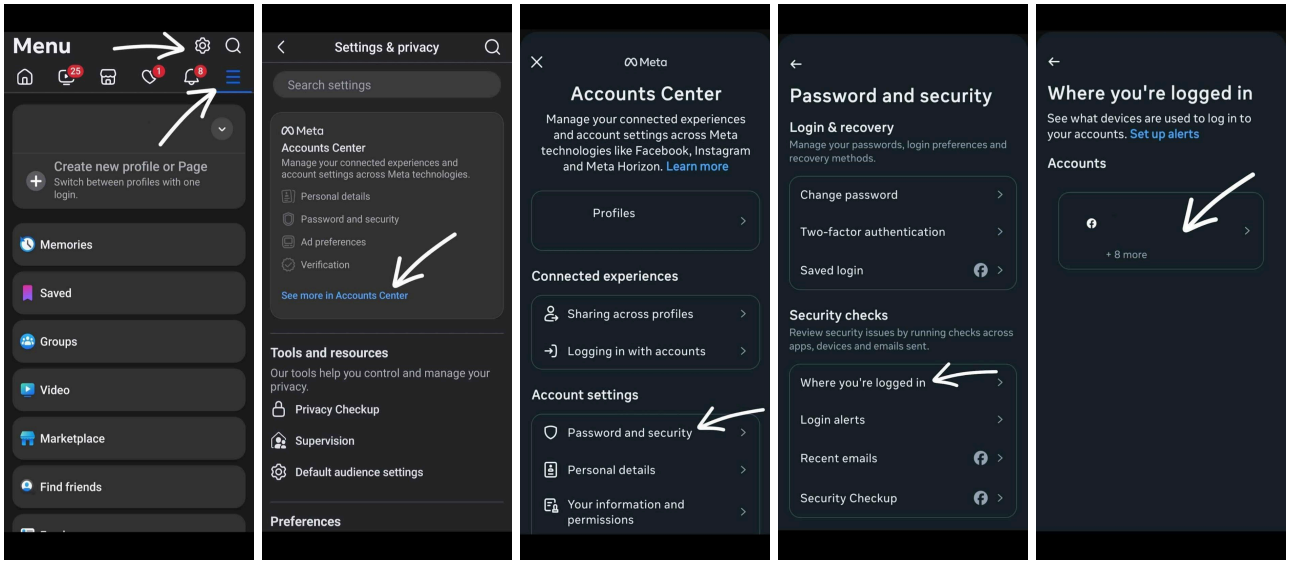
1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Tap **See more in Account Center** > **Password & Security** > **Two-Factor Authentication**.
4. Choose the account you want to secure.
5. Select a security method (e.g., Authentication App, SMS or WhatsApp, Security keys) and follow the on-screen instructions.



Review Login Activity & Sign Out of Unrecognized Devices:

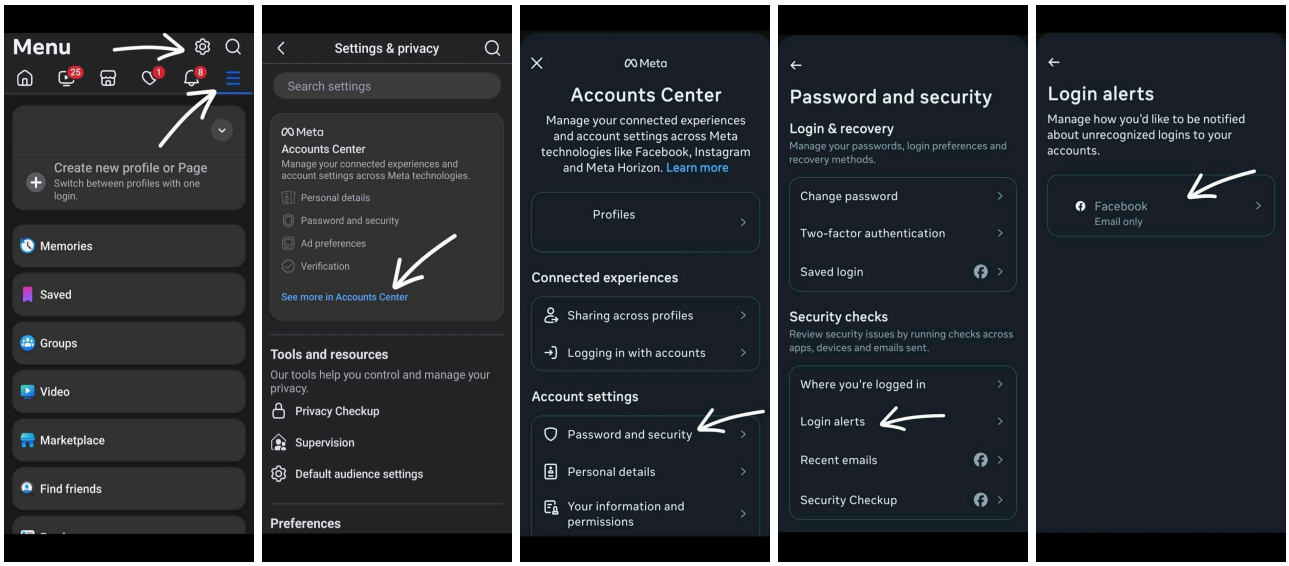
Regularly check where your account is logged in to ensure no unauthorized access.

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (⚙) at the top.
3. Tap **See more in Account Center** > **Password & Security** > **Where You're Logged In**.
4. Select the account to check and review the list of active sessions.
5. If you see any unfamiliar locations or devices, select it and log out immediately



Set up Login Alerts:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (⚙) at the top.
3. Tap **See more in Account Center** > **Password & Security** > **Login Alerts**.
4. Select the account to set up and choose preferred method of notification (email or in-app notifications)

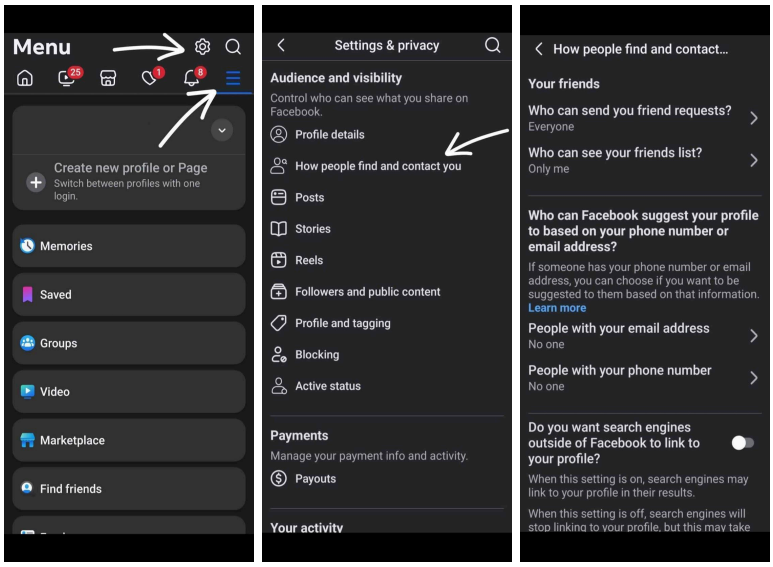


Managing How People Find and Contact You:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (⚙) at the top.

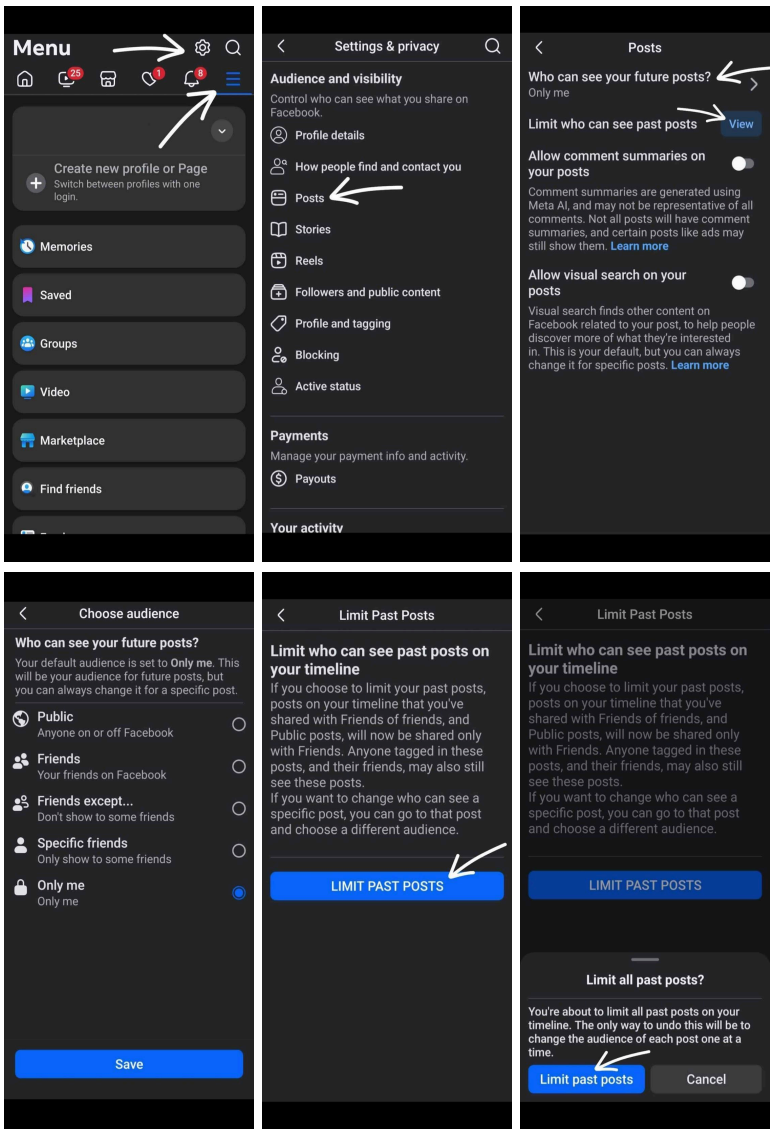
3. Scroll down and choose **How People Find and Contact You** under *Audience and Visibility.*
4. Adjust settings for:
    - Who can find you using your phone number or email
    - Whether search engines outside Facebook can link to your profile
    - Who can see your friends list

Customize these options based on your privacy preferences.



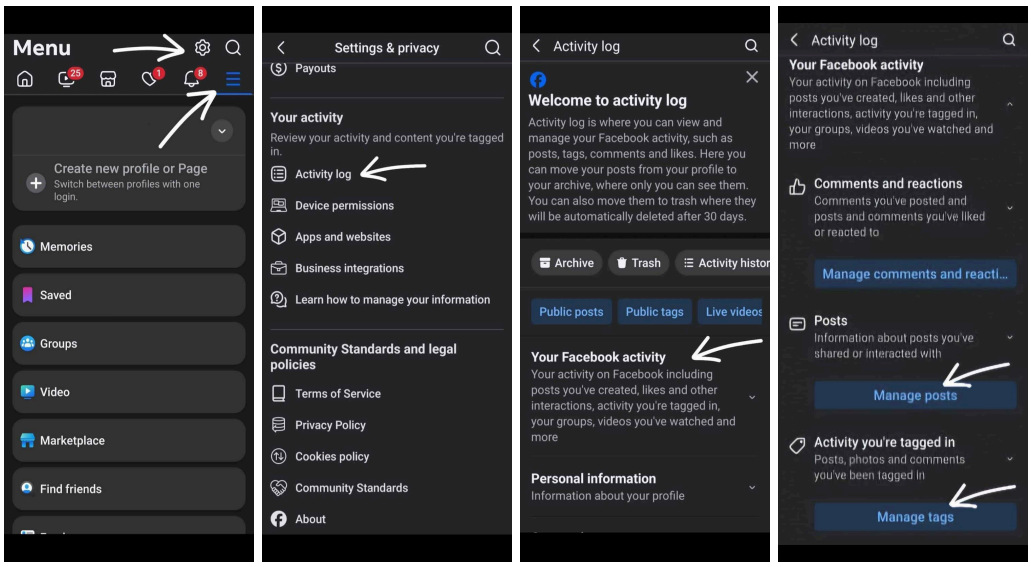
Manage and Limit Posts:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Scroll down and choose **Posts** under *Audience and Visibility*.
4. Adjust settings for **Who can see your future posts**
    - Customize these options based on your privacy preferences.
5. Optional - Select Limit who can see past posts to limit audience to Friends only



Manage Tags in Posts:

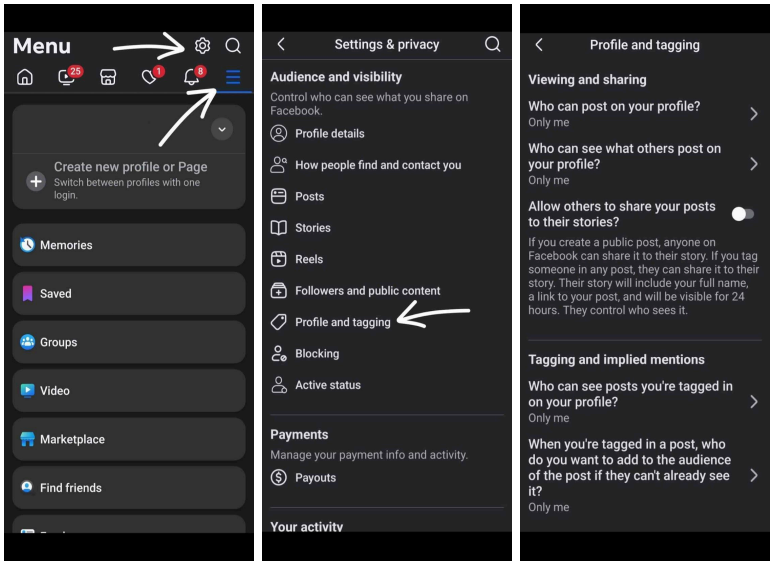
1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Scroll down and choose **Activity Log** under *Your Activity*.
4. Tap **Your Facebook Activity** and then **Manage Posts** and **Manage Tags**
    - Customize these options based on your privacy preferences.



Manage Profile Visibility and Tags:

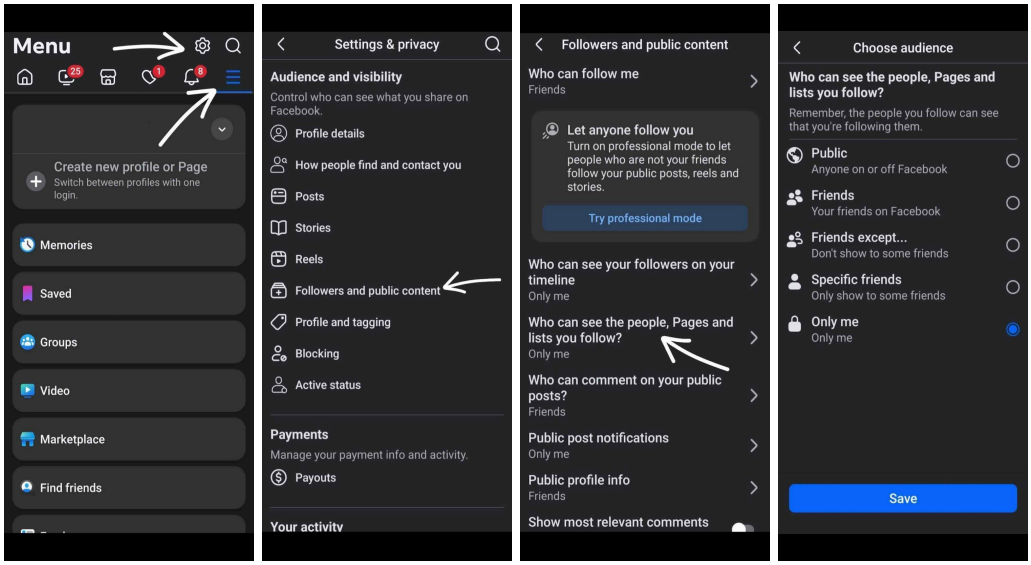
1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (⚙) at the top.
3. Scroll down and choose **Profile and tagging** under *Audience and visibility*.
4. Adjust settings for:
    - Who can post on your profile
    - Who can see what others post on your profile
    - Who can see posts you're tagged in

Customize these options based on your privacy preferences.



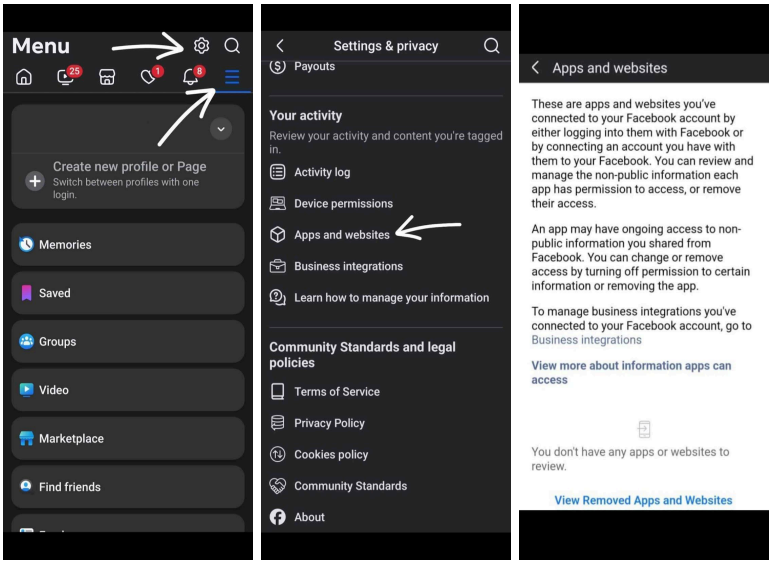
Manage Public Content Your Followers See:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Scroll down and choose **Followers and public content** under *Audience and visibility*.
4. Adjust settings for **Who can see people, Pages and lists you follow**
    - Customize these options based on your privacy preferences.



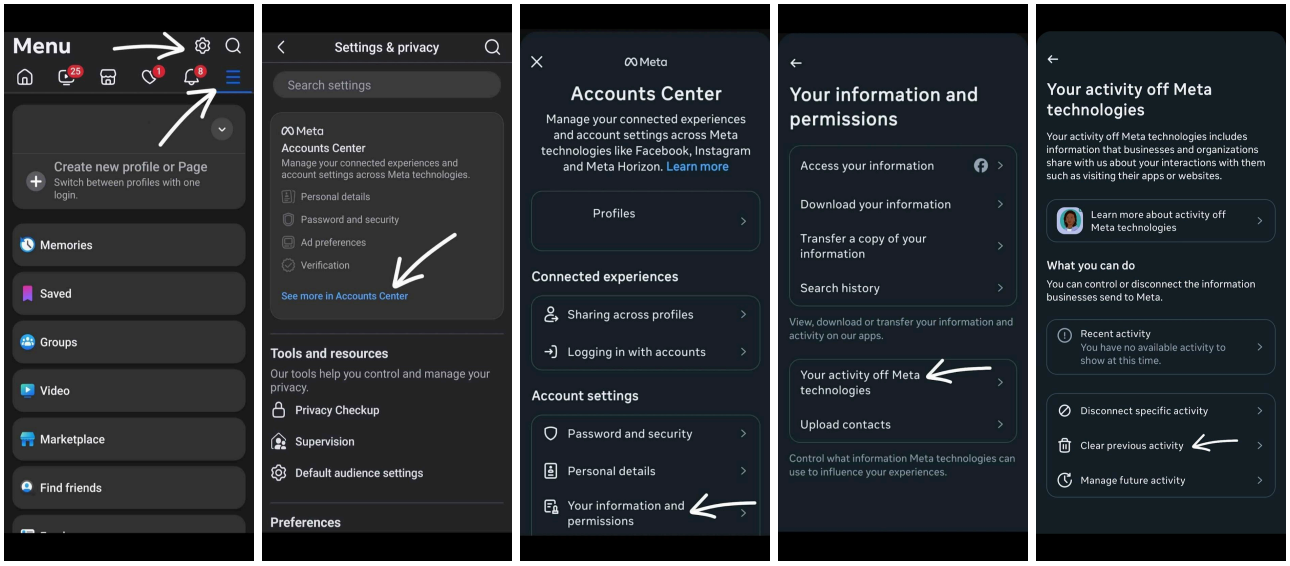
Manage Apps and Websites Access to Your Facebook Account:

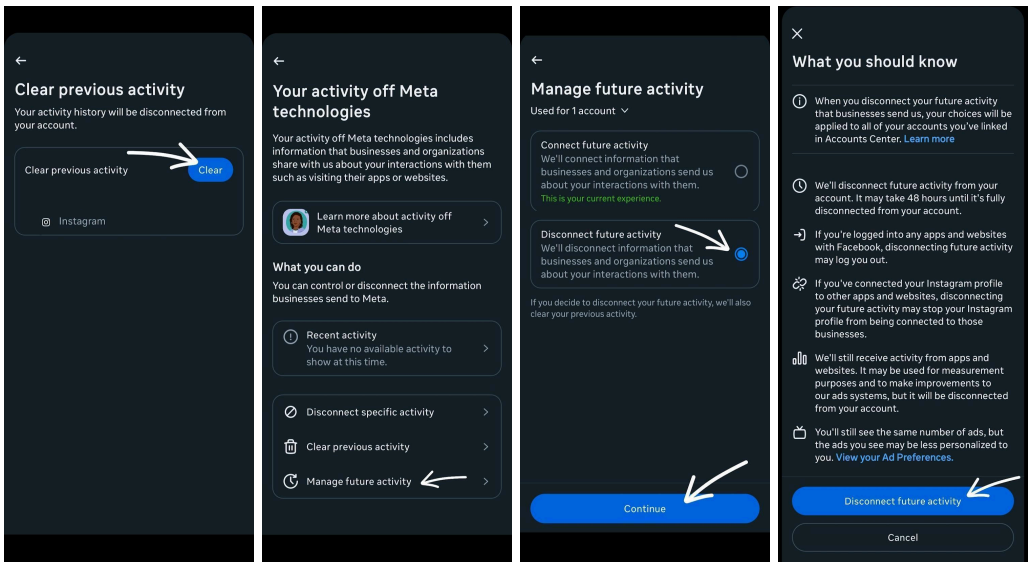
1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (☼) at the top.
3. Scroll down and choose **Apps and websites** under *Your activity*.
4. Review apps or websites with access and change or remove access based on preferences



Manage Activity Outside of Meta:

1. Open Facebook and tap the **Menu Icon** (≡) in the top right.
2. Select the **Settings Icon** (⚙) at the top.
3. Tap **See more in Account Center** > **Your Information & Permissions** > **Your Activity Off Meta Technologies**.
4. **Clear Previous Activity:** Remove data linked to external sites and apps.
5. **Manage Future Activity:** Select **Disconnect Future Activity** to prevent tracking from external sources.

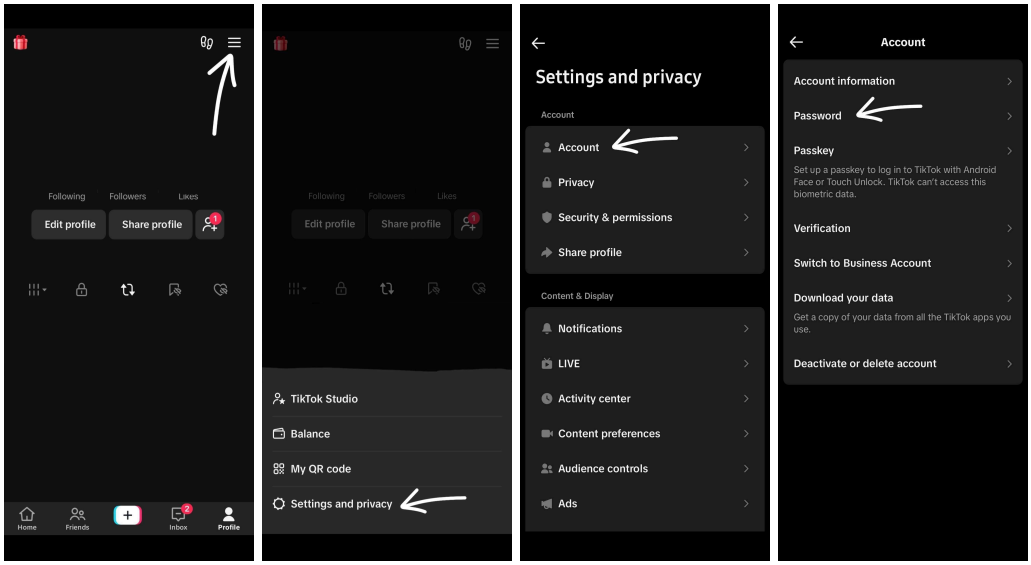




TikTok Security & Privacy Settings

Updating Your Password to a Strong and Unique One:

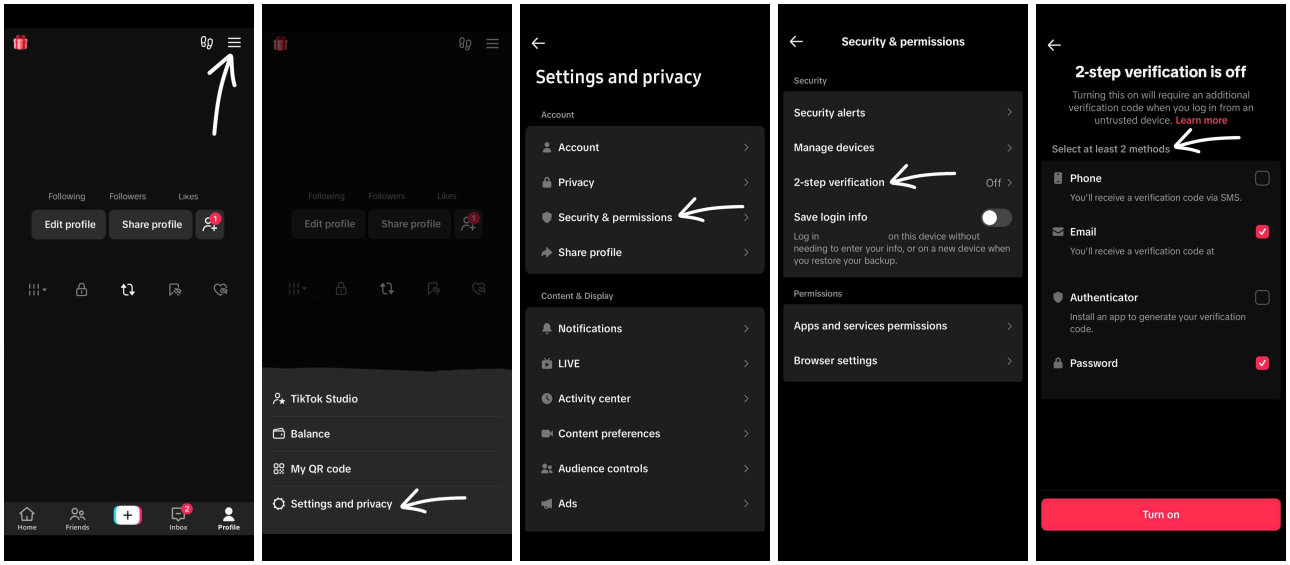
1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > **Account** > **Password**
3. Verify your email and follow on-screen instructions to enter a new, strong password and confirm the change



Setting Up Two-Factor Authentication (2FA):

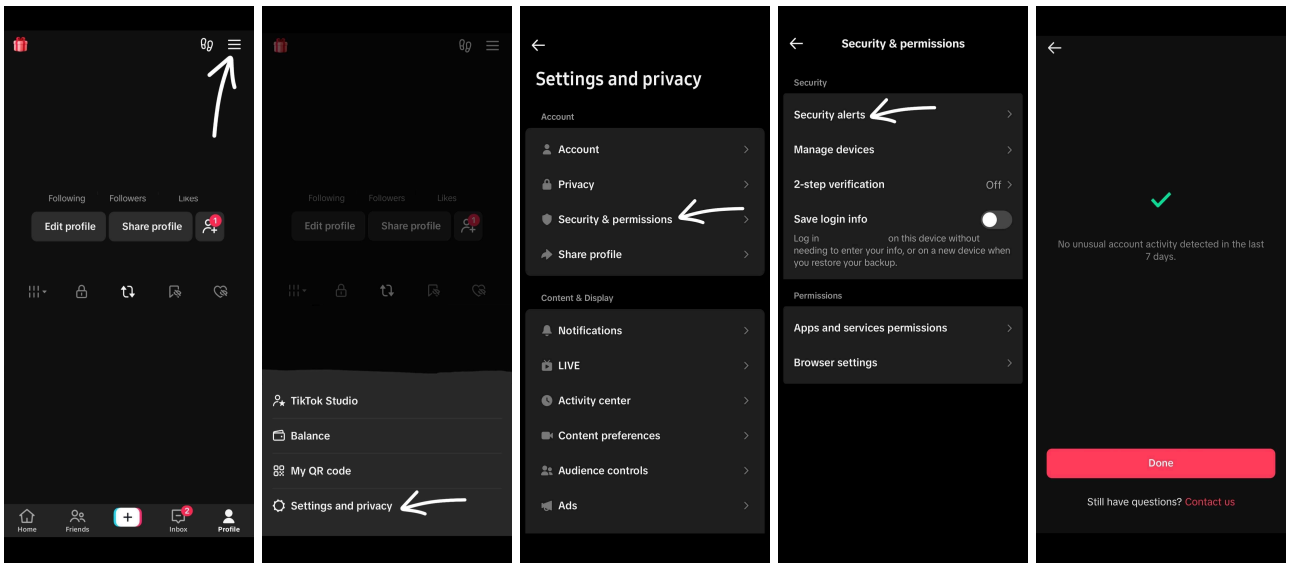
1. From Profile, tap the **Menu Icon** (≡) in the top right.

2. Select **Settings and Privacy** > **Security & Permissions** > **2-Step Verification**
3. Select at least 2 verification methods (e.g. Phone, Email, Authenticator or Password) and turn on



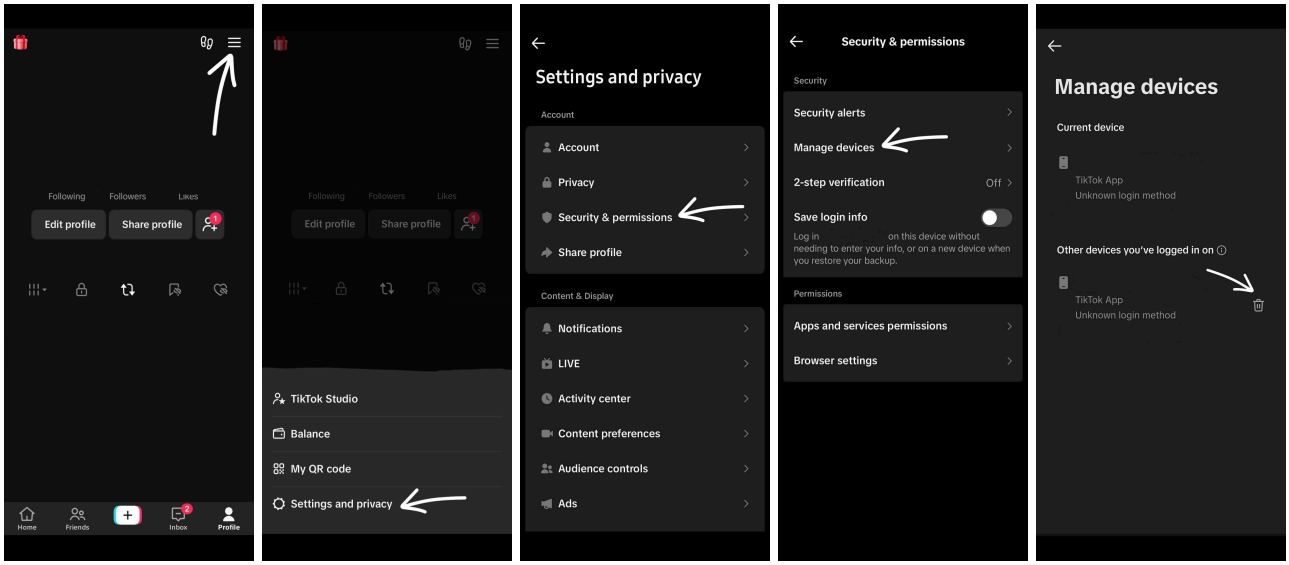
Review Security Alerts Detected:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > Security & Permissions > Security Alerts
3. Review any security alerts of unusual activity in the last 7 days



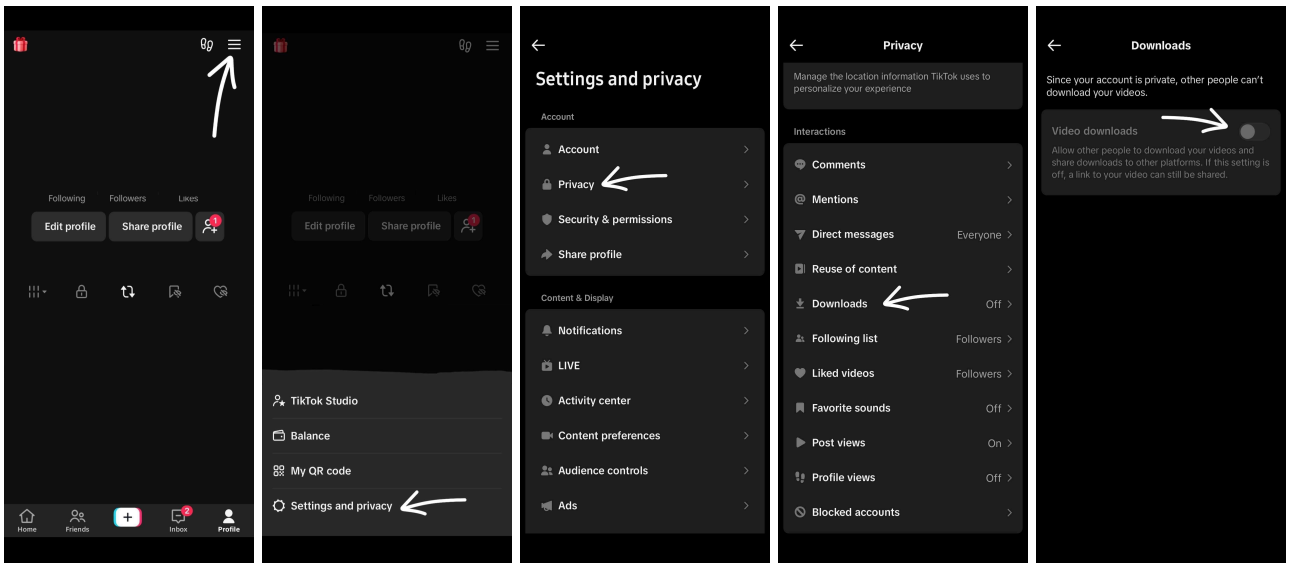
Review Devices Logged into your Account:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > **Security & Permissions** > **Manage Devices**
3. View list of devices logged into your account and delete any unfamiliar devices



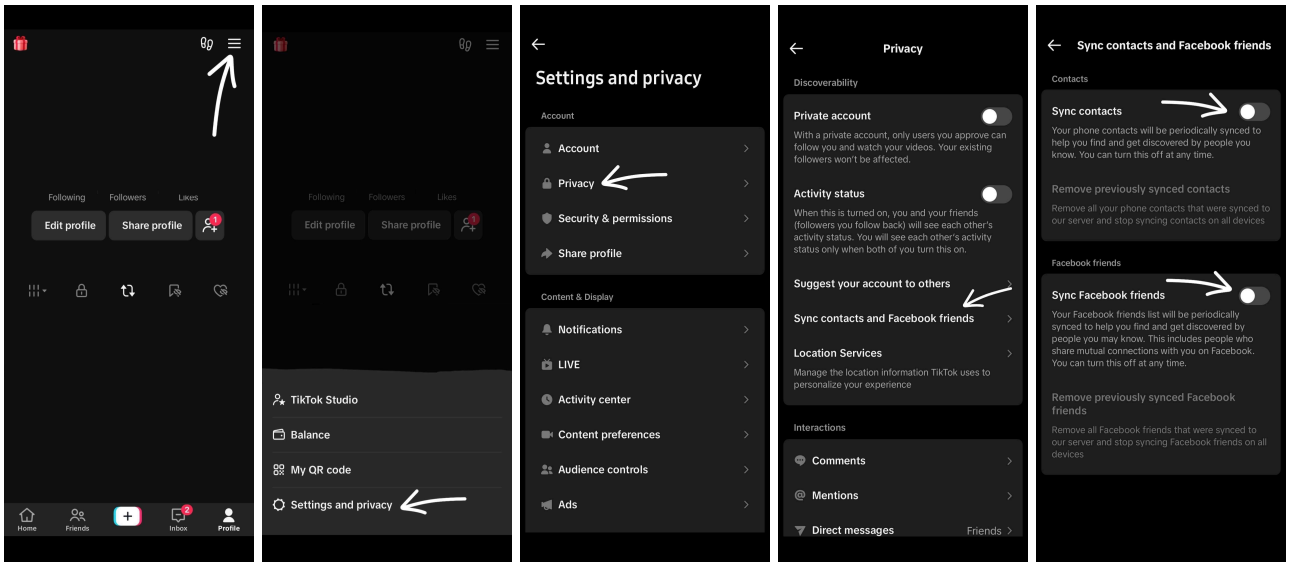
Disable Downloads from Others:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > **Privacy** > Scroll down to **Downloads**
3. Toggle off so other people can't download your videos



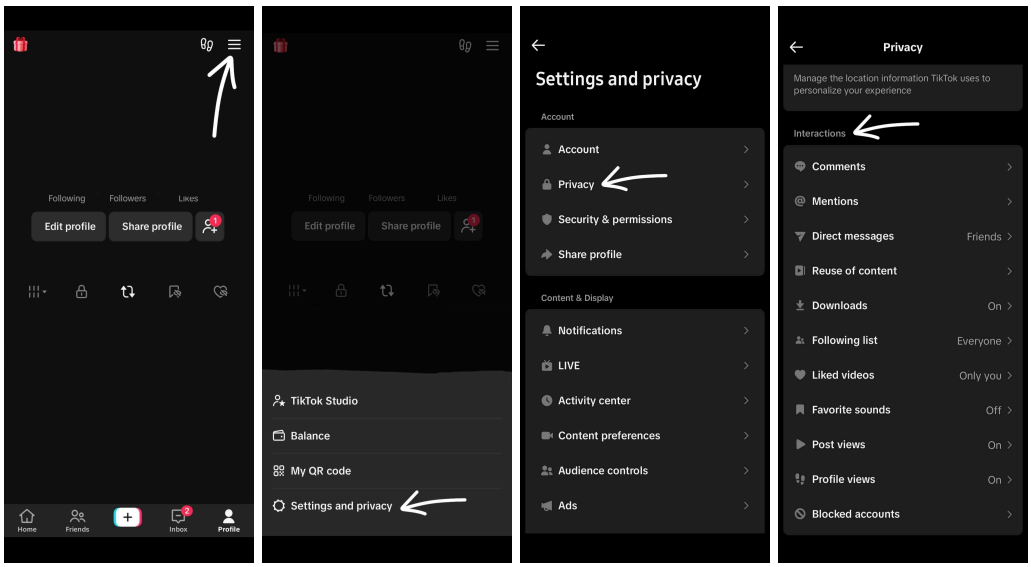
Disconnect Contacts and Facebook Friends:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > **Privacy** > **Sync contacts and Facebook Friends**
3. Toggle Sync Contacts and Sync Facebook Friends off
4. Remove previously synced contacts and Facebook friends



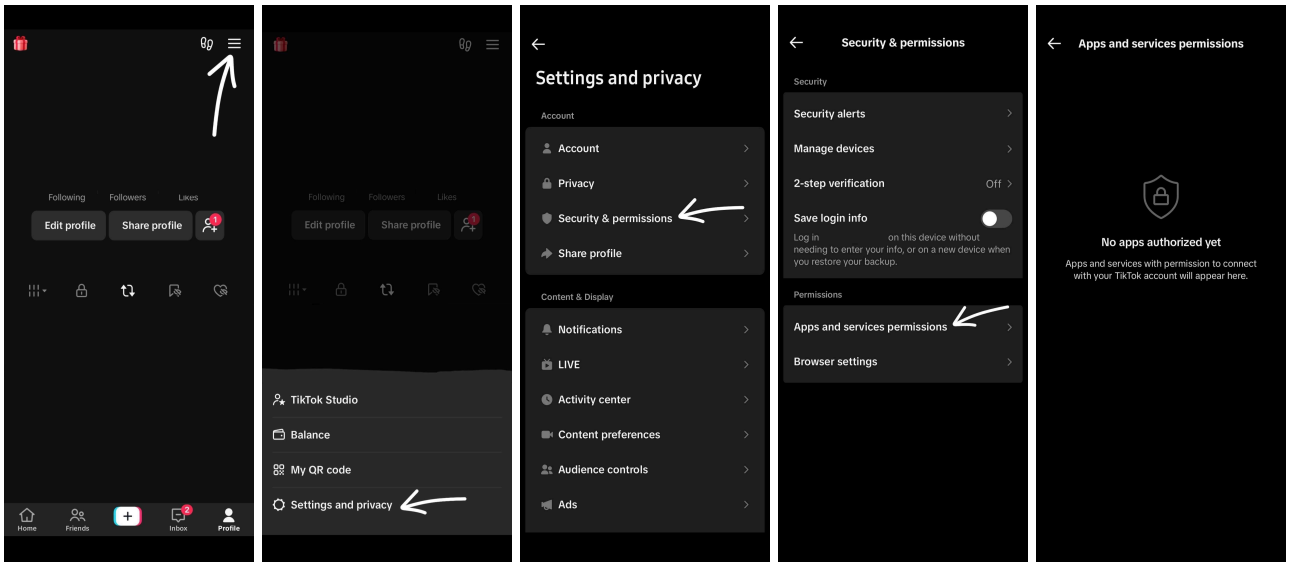
Adjust Additional Privacy Settings for Account Interactions:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > **Privacy** > Scroll down to the *Interactions* section
3. Adjust settings based on preferences for Comments, Mentions, Direct Messages, Following List, Views etc.



Disconnect Third Party Apps from Connecting to your Account:

1. From Profile, tap the **Menu Icon** (≡) in the top right.
2. Select **Settings and Privacy** > Security & Permissions > Apps and Services Permissions
3. Disconnect any authorized apps from connecting to your TikTok account



For more information on securing your social media profiles check out

- How to Change your Meta Settings https://www.johnoliverwantsyourraterotica.com/
- Social Media Security & Privacy Checklist https://docs.google.com/document/d/1ud1ILFkIG0BeLX9jlzJMxCPm8-cSeqPjU60nkhUPYA8/edit?usp=sharing
- The checklist is from a New York Times article:
  Kozinski, K. & Kapur, N. (2020, February 27). *How to Dox Yourself on the Internet*. New York Times.
  https://open.nytimes.com/how-to-dox-yourself-on-the-internet-d2892b4c5954

4.4.4. Doxxing and Public Information Protection

- **Doxxing:** Doxxing is the act of publicly exposing an individual's private or sensitive information without their consent, often for harassment or intimidation. This can include home addresses, phone numbers, workplace details, and personal communications. To mitigate the risks of doxxing, individuals should take proactive measures to secure their online presence.
- **Proactive Measures**: Strengthening privacy settings on social media and online accounts is crucial. Limiting the visibility of personal details such as contact information, location data, and workplace affiliations can reduce exposure. Secure communication methods, such as encrypted messaging and multi-factor authentication, further protect

personal data. Additionally, using pseudonyms or aliases for non-professional online interactions can help prevent personal details from being linked back to an individual.

- **Limit Personal Information Exposure:** Avoid sharing personal details like phone numbers, addresses, or employer names publicly. Be mindful of metadata embedded in images and documents, as this can unintentionally reveal sensitive information. For more information, check out this article here for examples of what can be collected. Opting out of data broker websites that collect and sell personal information can further reduce the risk of exposure.
- **Monitor & Respond to Threats:** Set up Google Alerts for your name and other sensitive identifiers can help you stay informed about any public mentions of your information. Regularly search for your information online and request removals from data aggregator sites.
- Check out these resources for more information on how to protect yourself against doxxing
    - https://equalitylabs.medium.com/anti-doxing-guide-for-activists-facing-attacks-from-the-alt-right-ec6c290f543c
    - https://open.nytimes.com/how-to-dox-yourself-on-the-internet-d2892b4c5954
    - https://righttobe.org/guides/how-to-strengthen-your-digital-security/
    - https://pen.org/digital-safety-snacks/

4.5. Personal Device Security

- **VPN Use:** Employees must enable recommended VPN (virtual private network) on all personal and professional devices used for accessing organizational resources, including laptops, smartphones, and tablets.
    - Company must decide which VPN is preferred, and IT Team is responsible for set up and troubleshooting if needed. Also, if there are device management softwares used, if the VPN works properly within that controlled environment.
    - A VPN (Virtual Private Network) creates a secure connection between your device and the internet. This encrypts data being sent and received for your privacy. VPNs hide your IP address, making it more difficult for cybercriminals to track your online activity or intercept sensitive information. VPNs are essential for protecting networks from cyber threats, particularly when accessing the organization's resources remotely, as they help safeguard confidential data and prevent unauthorized access.
        - Many VPNs are free to use, however they usually will share your data so a paid VPN is preferred. For a comprehensive analysis of available VPNs, please check this resource:
            - https://docs.google.com/spreadsheets/d/1ijfqfLrJWLUVBfJZ_YalVpstWsjw-JGzkvMd6u2jqEk/edit?gid=231869418#gid=231869418

              r/VPN [paperplans5]. (2021, March 17). *VPN Comparison Table* [Online forum post]. Reddit.

https://www.reddit.com/r/VPN/comments/m736zt/vpn_comparison_table/

- List of Recommended VPNs:
  - Proton - https://protonvpn.com/
  - Mozilla Firefox VPN - https://www.mozilla.org/en-US/products/vpn/
  - CyberGhost VPN - https://www.cyberghostvpn.com/

For more details, visit: Government of Canada's Get Cyber Safe VPN resources https://www.getcybersafe.gc.ca/en/secure-your-connections/vpns

- **Regular Updates:** Employees should regularly update the operating systems and software on their personal devices to protect against vulnerabilities when prompted, or upon request by the IT Team. It is recommended that full updates be made every (preferred frequency).
- **Security Software:** Employees must install and maintain security software, such as antivirus and anti-malware programs, on personal devices used for work purposes. Below are some recommended antivirus softwares.
  - Norton - https://ca.norton.com/?lsModal=1#
    - Norton provides real-time threat protection against malware, ransomware, phishing, and other cyber threats. It includes additional security features such as a password manager, firewall protection, and identity theft monitoring. Norton offers various paid plans tailored to different security needs.
  - McAfee - https://www.mcafee.com/en-us/antivirus.html
    - McAfee delivers 24/7 virus protection with an advanced firewall to prevent unauthorized access. It includes privacy-focused features such as Personal Data Cleanup, a Social Privacy Manager, a secure VPN, and identity theft monitoring.
  - Bitdefender - https://www.bitdefender.com/en-us/consumer/free-antivirus
    - Bitdefender offers antivirus protection for both Windows and macOS, with the option to choose between free and paid versions. It provides daily virus scans, real-time protection, and safeguards against a wide range of cyber threats.

Note: Company must decide which software is preferred, and the IT Team is responsible for setting up and troubleshooting if needed.

- **Ad Blocking Browser Extensions:** Employees must enable recommended Ad blocking browser extensions on all personal and professional devices used for accessing organizational resources, including laptops, smartphones, and tablets.
- Ad blockers help remove or hide advertisements from web pages, reducing exposure to malicious ads that may lead to harmful sites or contain malware. They also enhance privacy by preventing web trackers from collecting browsing

data. Many ad blockers are available as browser extensions and can be installed on Chrome, Firefox, Edge, and other browsers.

- Recommended ad blockers based on the browser you use:
  - Google Chrome
    - ABP Adblock Plus - https://chromewebstore.google.com/detail/adblock-plus-free-ad-bloc/cfhdojbkjhnklbpkdaibdccddilifddb
    - AdBlock - https://chromewebstore.google.com/detail/adblock-%E2%80%94-block-ads-acros/gighmmpiobklfepjocnamgkkbiglidom
  - Mozilla Firefox
    - uBlock Origin - https://addons.mozilla.org/en-US/firefox/addon/ublock-origin/
    - AdBlocker Ultimate - https://addons.mozilla.org/en-US/firefox/addon/adblocker-ultimate/
  - Microsoft Edge
    - AdGuard AdBlocker - https://microsoftedge.microsoft.com/addons/detail/adguard-adblocker/pdffkfellgipmhklpdmokmckkkfcopbh

4.6. Incident Response and Reporting

4.6.1. Reporting Security Incidents

- **Immediate Reporting:** Employees must report any suspected or confirmed compromise of their digital identity, such as unauthorized access to accounts or identity theft, to the IT department immediately.
- **Documentation:** When reporting an incident, employees should provide as much detail as possible, including the type of incident, affected accounts, and any suspicious activities observed.

4.6.2. Organizational Response

- **Incident Investigation:** The IT department will investigate reported incidents to determine the extent of the compromise and take appropriate actions to mitigate the impact.
- **Account Recovery:** The organization will assist affected employees in recovering compromised accounts and securing their digital identities. This may include password resets, account monitoring, and coordination with external services or law enforcement if necessary.

4.7. Training and Awareness

4.7.1. Employee Training

- **Initial Training:** All employees must complete training on protecting their digital identities upon joining the organization or when this policy is implemented.
    - For more details, please refer to your company onboarding handbook or reach out to the HR team for any questions or clarifications.
- **Ongoing Training:** The organization will provide ongoing training and resources to help employees stay informed about best practices in digital identity protection and emerging threats. Below are some training resources on cyber security awareness and online safety.
    - LinkedIn Learning has several cybersecurity courses and learning pathways available.
        - https://www.linkedin.com/learning/paths/build-your-cybersecurity-awareness-skills
    - KnowBe4 provides a security awareness training program with real-world phishing simulations, learning management system and dashboard to track employee progress.
        - https://www.knowbe4.com/products/security-awareness-training
    - The InfoSec Institute offers employee cybersecurity training videos on topics such as phishing, social engineering, public wifi and physical security
        - https://www.infosecinstitute.com/iq/work-bytes/
    - Amazon has a cybersecurity awareness training that covers topics like secure communication, data classification, phishing, physical security, social engineering, data privacy, third-party/application security, laptop standard, protect data, and acceptable use.
        - https://learnsecurity.amazon.com/en/index.html

Check NIST's IT Lab for a list of Free and Low Cost Online Cybersecurity Learning Content: https://www.nist.gov/itl/applied-cybersecurity/nice/resources/online-learning-content

4.7.2. Awareness Campaigns

- **Regular Reminders:** The organization will conduct regular awareness campaigns to remind employees of the importance of protecting their digital identities and following security best practices.
- **Information Sharing:** The IT department will share relevant information about new threats, phishing attempts, or breaches that could impact employees' digital identities.

5. Incident Response

Crisis Response Plan for Threats on Organizational Social Media Accounts

5.1. Purpose

The purpose of this Crisis Response Plan is to provide a structured approach for handling threats to the organization's social media accounts. This plan aims to mitigate risks, protect the organization's reputation, and ensure a coordinated response to any threat that impacts social media channels.

5.2. Scope

This plan applies to all social media accounts managed by the organization, including corporate, departmental, and individual accounts related to the organization's brand and operations. It covers all types of threats, including security breaches, misinformation, harassment, and targeted attacks.

5.3. Crisis Response Team (CRT)

5.3.1. Team Composition

- **Crisis Manager:** Responsible for overseeing the response and making strategic decisions.
- **Social Media Manager:** Handles the immediate response on social media platforms and content moderation.
- **IT Security Specialist:** Manages technical aspects, including security breaches and account recovery.
- **Public Relations Officer:** Coordinates external communication and manages the organization's public image.
- **Legal Advisor:** Provides guidance on legal implications and regulatory compliance.
- **HR Representative:** Supports affected employees and manages internal communication.

5.3.2. Contact Information

- **Crisis Manager:** [Name, Contact Information]
- **Social Media Manager:** [Name, Contact Information]
- **IT Security Specialist:** [Name, Contact Information]
- **Public Relations Officer:** [Name, Contact Information]
- **Legal Advisor:** [Name, Contact Information]
- **HR Representative:** [Name, Contact Information]

5.4. Incident Detection and Assessment

5.4.1. Detection

- **Monitoring Tools:** Use social media monitoring tools to detect unusual activity or threats.

- **Employee Reporting:** Encourage employees to report any suspected threats or unusual activity on social media.

5.4.2. Assessment

- **Initial Evaluation:** Assess the nature and scope of the threat, including the type of threat (e.g., security breach, misinformation, harassment) and its potential impact.
- **Severity Rating:** Categorize the threat based on its severity (e.g., low, medium, high) to prioritize response actions.

5.5. Immediate Response Actions

5.5.1. Containment

- **Isolate Threat:** Take immediate steps to contain the threat, such as disabling compromised accounts, removing harmful content, or restricting access.
- **Secure Accounts:** Implement additional security measures, such as changing passwords, enabling multi-factor authentication, and reviewing account permissions.

5.5.2. Communication

- **Internal Notification:** Notify the Crisis Response Team and relevant internal stakeholders about the threat and initial response actions.
- **External Communication:** Prepare a holding statement to acknowledge awareness of the issue and that a response is being developed. Avoid detailed disclosures or speculations at this stage.

5.6. Detailed Response

5.6.1. Public Communication

- **Prepare Response Statements:** Develop clear, concise, and accurate statements for public release. Address the issue transparently, provide factual information, and outline steps being taken to resolve the situation.
- **Coordinate Messaging:** Ensure consistent messaging across all communication channels and avoid contradicting statements from different departments or team members.

5.6.2. Technical Response

- **Investigate Incident:** Conduct a thorough investigation to determine the cause and impact of the threat. Document findings and response actions.
- **Mitigate Damage:** Implement technical solutions to address and resolve the issue, such as patching vulnerabilities, removing malware, or recovering compromised data.

5.7. Recovery and Resolution

5.7.1. Restore Normal Operations

- **Account Restoration:** Restore affected social media accounts to normal operation, ensuring that all security measures are in place and verified.
- **Content Review:** Review and clean up any compromised or harmful content from social media channels.

5.7.2. Post-Incident Actions

- **Impact Assessment:** Evaluate the impact of the threat on the organization, including damage to reputation, operational disruption, and any legal or regulatory implications.
- **Communication Follow-Up:** Provide updates to stakeholders and the public as necessary, and continue to address any remaining concerns or questions.

5.8. Post-Crisis Review

5.8.1. Incident Analysis

- **Debriefing:** Conduct a debriefing session with the Crisis Response Team to review the response actions, identify what worked well, and discuss areas for improvement.
- **Documentation:** Create a comprehensive report detailing the incident, response actions, and outcomes. Include lessons learned and recommendations for future preparedness.

5.8.2. Policy and Procedure Updates

- **Review and Update:** Review and update social media security policies, crisis response procedures, and training materials based on lessons learned from the incident.
- **Training and Drills:** Conduct regular training and simulation exercises for the Crisis Response Team and relevant employees to ensure preparedness for future incidents.

5.9. Ongoing Monitoring and Improvement

5.9.1. Monitor for Recurrence

- **Continuous Monitoring:** Maintain ongoing monitoring of social media channels to detect any signs of recurring threats or related issues.
- **Proactive Measures:** Implement proactive measures to strengthen social media security and prevent similar incidents in the future.

5.9.2. Feedback and Improvement

- **Gather Feedback:** Collect feedback from the Crisis Response Team, employees, and stakeholders on the effectiveness of the response plan and areas for improvement.
- **Plan Updates:** Regularly review and update the crisis response plan to incorporate new threats, changes in social media platforms, and emerging best practices.

6. **Incident Response Strategy for Email Accounts Receiving Hate Mail**

6.1. Purpose

This strategy outlines the steps to be taken when an organization's email accounts are being targeted with hate mail. The goal is to protect employees, mitigate disruption, and prevent further escalation.

6.2. Scope

This strategy applies to all email accounts associated with the organization, including those of employees, executives, and shared departmental addresses. It covers incidents involving the receipt of hate mail, including threats, harassment, and abusive language.

6.3. Incident Detection

6.3.1. Indicators of Hate Mail

- Receipt of multiple emails containing abusive, threatening, or hateful language.
- Emails targeting specific individuals or groups within the organization based on characteristics such as race, gender, religion, or sexual orientation.
- High volume of unsolicited emails from unknown or suspicious senders.
- Emails containing malicious attachments, links, or images.

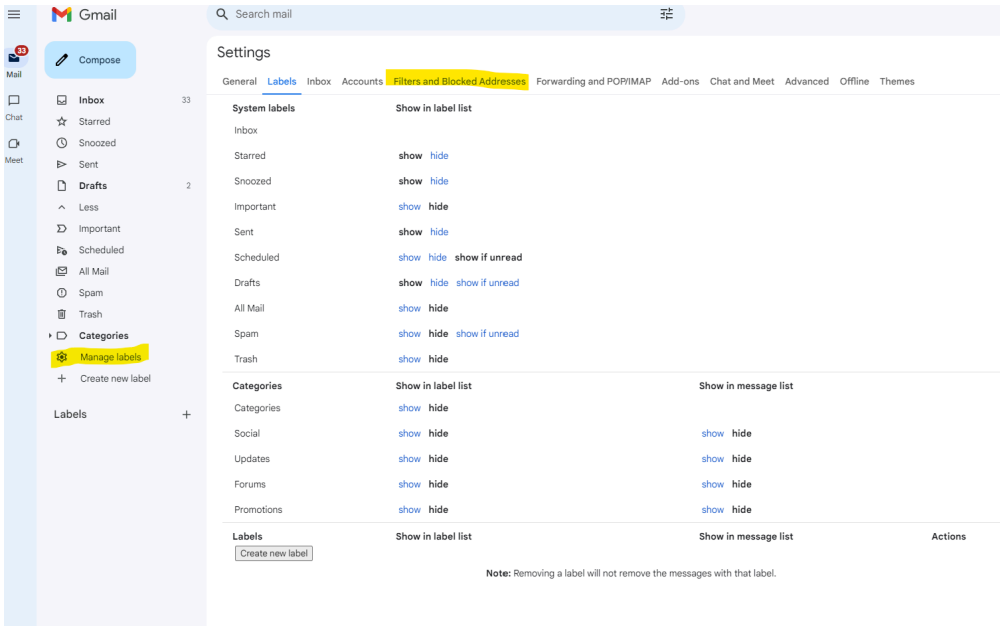
6.4. Immediate Response Steps

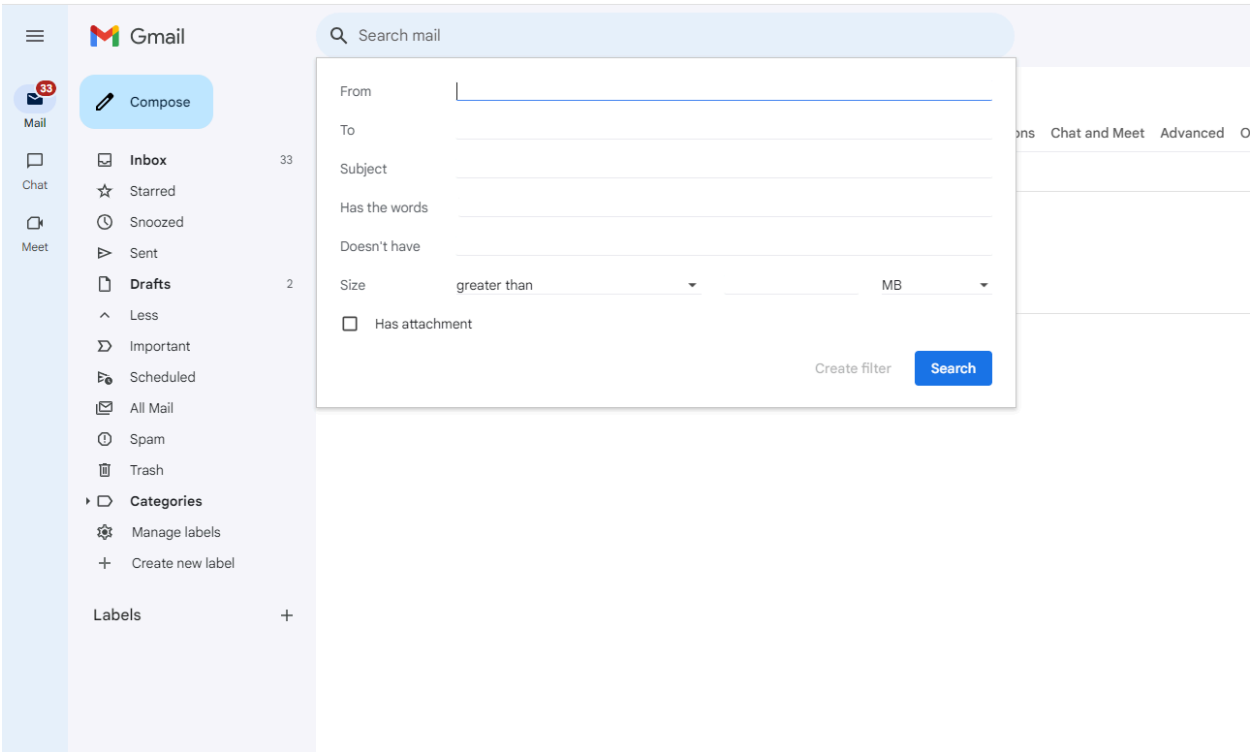
6.4.1. Employee Actions

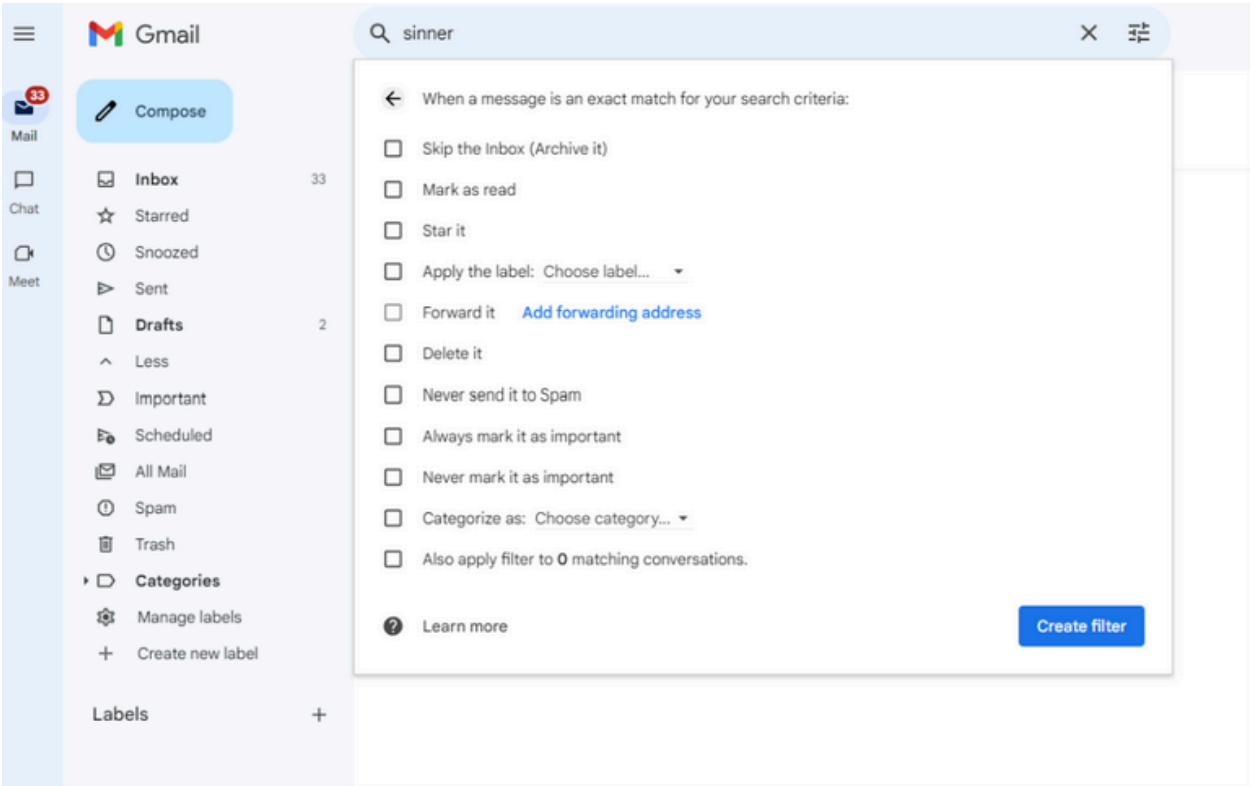
- **Do Not Respond:** Employees should not respond to or engage with the sender of hate mail.
- **Report Immediately:** Do not forward hate mail. Send a screenshot to the IT department or designated security team with the subject line "Hate Mail Incident." If the email contains threats, escalate immediately to senior management and security.
- **Preserve Evidence:** Retain a copy of the email(s) without deleting or altering any content. This evidence may be necessary for investigation or legal action. Create a folder in Gmail to collect evidence.
- **Responsibility Assignment**: Define who collects evidence and organizes the folder system. Ensure marginalized team members (e.g., trans, nonbinary, BIPOC employees) are not required to manage these tasks.

6.4.2. IT Department/Security Team Actions

- **Assess the Threat:**
  - **Content Analysis:** Review the content of the hate mail to assess the severity of the threat, including any potential harm to individuals or the organization.
  - **Source Identification:** Trace the source of the hate mail, including IP addresses, domains, and other identifying information, to determine whether it is part of a larger attack or a targeted harassment campaign.
- **Implement Defensive Measures:**
  - **Block Senders:** Block the sender's email address and any associated IP addresses or domains to prevent further emails from being received.
  - **Review Security Logs:** Analyze email system logs to identify patterns or unusual activity related to the hate mail and monitor for further incidents.
  - **Email Filters:** Update spam and threat filters to automatically detect and quarantine similar emails in the future.
    i. Go to 'manage labels' on side bar. Select 'filters and blocked addresses.
    ii. Select keyword for filter.
    iii. Select 'Create filter' button, and select option for action.
    iv. Not sure what to filter? Try https://web.archive.org/web/20240418094602/https://www.freewebheaders.com/full-list-of-bad-words-banned-by-google/







6.5. Containment and Mitigation

6.5.1. Contain the Threat

- **Isolate the Incident:** Isolate affected email accounts to prevent the spread of harmful content within the organization. This may include temporarily disabling email accounts or redirecting emails to a secure inbox for review.
- **Communicate Internally:** Notify relevant stakeholders, including the executive team, HR, and legal counsel, about the incident and the steps being taken to mitigate the threat.

6.5.2. Mitigate Impact on Employees

- **Employee Support:**
  - **Counseling Services:** Offer counseling or emotional support services to employees who have been targeted by hate mail.
  - **Training and Awareness:** Provide guidance on how to handle hate mail and avoid engagement with threatening or abusive senders.
- **Legal Action:** In cases involving severe harassment or credible threats, consult with legal counsel to explore options for pursuing legal action, such as filing a complaint with law enforcement or obtaining a restraining order.
  - The organization must establish clear circumstances on when legal authorities should be notified (e.g. bomb threats)

6.6. Recovery and Communication

6.6.1. System Recovery

- **Resume Normal Operations:** Once the threat is contained, restore normal email operations and ensure that security measures are in place to prevent future incidents.
- **Monitor for Recurrence:** Continue to monitor email traffic for any signs of recurring hate mail or related threats.

6.6.2. Internal Communication

- **Inform Employees:** Provide a brief to all affected employees on the incident, the steps taken to address it, and any additional precautions they should follow.
- **Policy Reinforcement:** Remind employees of the organization's policies on email use, security, and reporting suspicious or harmful emails.

6.6.3. External Communication

- **Media and Public Relations:** If the hate mail incident attracts public attention, coordinate with the public relations team to prepare a statement that addresses the situation while protecting the privacy of affected employees.
- **Clarify Notification Scope**: The organization must determine the level of public disclosure required, balancing transparency with employee protection.

- **Stakeholder Communication:** If necessary, communicate with key external stakeholders, such as clients or partners, to reassure them of the organization's commitment to maintaining a safe and secure environment.

7. Email Phishing Incident Response Strategy

7.1. Purpose

This strategy outlines the steps to be taken when an email phishing attempt is detected or suspected within the organization. The goal is to minimize the impact, prevent data breaches, and enhance the organization's overall cybersecurity posture.

7.2. Scope

This strategy applies to all employees, contractors, and third-party vendors who have access to the organization's email systems. It covers all forms of phishing, including spear phishing, whaling, and generic phishing attacks.

7.3. Incident Detection

7.3.1. Indicators of Phishing

- Unexpected emails from unknown or suspicious senders, especially those requesting sensitive information.
- Emails containing suspicious links or attachments.
- Urgent requests for personal, financial, or login information.
- Emails with poor grammar or unusual formatting.
- Unsolicited requests for login credentials, passwords, or account details.

7.4. Immediate Response Steps

7.4.1. Employee Actions

- **Do Not Engage:** Do not click on any links, open any attachments, or reply to the suspicious email.
- **Report Immediately:** Do not forward the phishing email. Send screenshots to the IT department or designated security team with the subject line "Suspected Phishing."
- **Isolate the Threat:** If a phishing link or attachment has been clicked, disconnect the device from the network immediately and inform IT.

7.4.2. IT Department Actions

- **Analyze the Email:** Investigate the reported email to determine if it is indeed a phishing attempt. Use tools to analyze links, attachments, and sender information.
- **Block and Quarantine:** Block the sender and quarantine the email across the organization's email systems to prevent further exposure.
- **Scan Affected Systems:** If the phishing email was interacted with, conduct a full malware and virus scan on the affected device(s).
- **Change Credentials:** If login credentials were compromised, immediately instruct the employee to change their passwords. Consider enforcing a system-wide password reset if necessary.

7.5. Containment and Eradication

7.5.1. Contain the Threat

- **Network Isolation:** If a device is compromised, isolate it from the network to prevent the spread of any potential malware or unauthorized access.
- **Data Access Review:** Review access logs to identify any unauthorized access to sensitive data or systems.

7.5.2. Eradicate the Threat

- **Remove Malware:** Remove any detected malware or unauthorized software from the compromised systems.
- **Patch Vulnerabilities:** Identify and patch any vulnerabilities that may have been exploited by the phishing attack.

7.6. Recovery and Communication

7.6.1. System Recovery

- **Restore Systems:** Restore any affected systems to their pre-attack state using clean backups.
- **Monitor Systems:** Monitor the restored systems for any signs of residual threat activity.

7.6.2. Internal Communication

- **Notify Stakeholders:** Inform relevant internal stakeholders about the phishing incident, including what was targeted, the impact, and the response actions taken.
- **Debrief Affected Employees:** Provide a debrief to employees who were targeted or affected by the phishing attack, including any necessary actions they should take.

7.6.3. External Communication

- **Notify External Parties:** If necessary, notify external parties such as customers, partners, or regulatory bodies about the incident, especially if sensitive data was compromised.

- **Public Relations:** Prepare a public statement if the incident is likely to become public knowledge, ensuring it is aligned with the organization's communication policies.

8. Social Media Account Incident Response Strategy

8.1. Purpose

The purpose of this strategy is to provide a clear and structured response plan for when an organization's social media account is compromised, attacked, or misused. This plan aims to minimize damage, restore security, and protect the organization’s reputation.

8.2. Scope

This strategy applies to all social media accounts owned or operated by the organization, including those managed by employees, contractors, and third-party vendors. It covers incidents such as account hacking, unauthorized access, impersonation, and the dissemination of harmful or misleading information.

8.3. Incident Detection

8.3.1. Indicators of Compromise

- Unauthorized posts, messages, or comments appearing on the account.
- Unexpected changes to account settings, profile information, or passwords.
- Sudden spikes in follower count or unusual engagement patterns.
- Notifications of login attempts from unfamiliar locations or devices.
- Reports from followers or employees about suspicious activity on the account.

8.4. Immediate Response Steps

8.4.1. Employee Actions (For those not responsible for platforms)

- **Report Immediately:** If you suspect the account has been compromised, report the incident to the IT department or the designated social media manager immediately.
- **Do Not Interact:** Avoid interacting with or attempting to delete suspicious content until the IT department has been notified.
- **Collect Information:** Document any suspicious activities, including screenshots, timestamps, and any relevant messages or notifications.

8.4.2. IT Department/Social Media Manager Actions

- **Secure the Account:**
  - **Change Passwords:** Immediately change the account password and enable multi-factor authentication (MFA) if not already enabled.
  - **Revoke Access:** Review and revoke access for any unfamiliar devices, applications, or users connected to the account.
  - **Review Admin Access:** Check and update the list of account administrators, ensuring that only authorized personnel have access.
- **Communicate Internally:**
  - Inform relevant stakeholders, including the communications team and executive leadership, about the incident and the steps being taken to secure the account.
  - Coordinate with the public relations team to prepare for external communication if needed.
- **Account Recovery:**
  - LinkedIn: https://www.linkedin.com/help/linkedin/answer/a1342692
  - Facebook account recovery instructions: https://www.facebook.com/help/203305893040179
  - Instagram account recovery instructions: https://help.instagram.com/149494825257596
  - YouTube Channel account recovery instructions: https://support.google.com/youtube/answer/76187?hl=en
  - TikTok account recovery instructions: https://support.tiktok.com/en/log-in-troubleshoot/log-in/my-account-has-been-hacked
  - Twitter/X account recover: https://help.x.com/en/safety-and-security/x-account-compromised
  - Bluesky account recovery: https://bsky.social/about/support/tos#who-can-use

8.5. Containment and Eradication

8.5.1. Contain the Threat

- **Suspend Activity:** Temporarily suspend or limit account activity to prevent further unauthorized actions until the threat is contained.
- **Remove Malicious Content:** Delete any unauthorized posts, messages, or comments that may harm the organization's reputation or mislead followers.
- **Assess Impact:** Determine the extent of the attack, including whether sensitive data or customer information has been exposed.

8.5.2. Eradicate the Threat

- **Investigate the Incident:** Identify how the attack occurred, whether through phishing, weak passwords, or compromised third-party apps.
- **Patch Vulnerabilities:** Address any vulnerabilities identified during the investigation, such as insecure passwords or outdated security settings.

- **Scan for Malware:** If the attack involved malicious links or software, scan connected devices and networks for malware and remove any threats.

8.6. Recovery and Communication

8.6.1. System Recovery

- **Restore Normal Operations:** Once the account is secure, restore normal posting and engagement activities.
- **Monitor Activity:** Closely monitor the account for any signs of residual threat activity or further unauthorized access attempts.

8.6.2. Internal Communication

- **Debrief Teams:** Provide a detailed debrief to all relevant teams, including IT, social media, and communications, about the incident and recovery steps.
- **Review Access Control:** Reassess who has access to the account and ensure that only necessary personnel have administrative privileges.

8.6.3. External Communication

- **Inform Followers:** If necessary, inform the account's followers of the incident and reassure them that the situation is under control. Provide guidance if they were affected (e.g., exposed to phishing links).
- **Public Statement:** Prepare and release a public statement through appropriate channels, acknowledging the incident and outlining the steps taken to secure the account and prevent future occurrences.
- **Notify Authorities:** If the attack involved significant data breaches or illegal activities, notify relevant law enforcement agencies or regulatory bodies.

9. Incident Response Strategy for Social Media Account Dogpiling

---

9.1. Purpose

This strategy outlines the steps to be taken when an organization's social media account or a staff member's account is targeted by a dogpiling attack. Dogpiling refers to a coordinated or spontaneous online harassment campaign where numerous users post negative, abusive, or harmful comments in a short period. The goal is to minimize harm, protect affected individuals, and manage the organization's reputation.

9.2. Scope

This strategy applies to all social media accounts managed by the organization, as well as personal accounts of employees when the attack is related to their professional role or association with the organization.

9.3. Incident Detection

9.3.1. Indicators of Dogpiling

- Sudden influx of negative, abusive, or harassing comments, mentions, or direct messages.
- A significant increase in notifications across one or more social media platforms.
- Coordinated attacks from multiple accounts, often with similar messaging or hashtags.
- Use of inflammatory language, threats, or hate speech directed at the organization or specific individuals.

9.4. Immediate Response Steps

9.4.1. Employee Actions

- **Do Not Engage:** Employees should avoid responding to or engaging with individuals participating in the dogpiling attack.
- **Report Immediately:** Notify the social media team or designated incident response team as soon as the attack is detected.
- **Preserve Evidence:** Take screenshots and document the nature of the attack, including usernames, comments, and timestamps, without responding to the attackers.

9.4.2. Social Media Team/Incident Response Team Actions

- **Assess the Situation:**
    - **Content Review:** Review the content and scale of the dogpiling to assess its severity and potential impact on the organization or individuals.
    - **Source Identification:** Identify whether the attack is organic (spontaneous) or coordinated, and note any specific groups or accounts leading the attack.
- **Implement Defensive Measures:**
    - **Content Moderation:** Immediately moderate harmful content by hiding, deleting, or reporting comments and posts that violate platform policies.
    - **Adjust Account Settings:** Temporarily adjust account settings to limit further damage. This may include restricting comments, turning off direct messaging, or enabling additional content moderation filters.
    - **Block and Report:** Block and report accounts that are primarily responsible for the attack, particularly those engaging in hate speech or threats.

9.5. Containment and Mitigation

9.5.1. Contain the Threat

- **Secure Social Media Accounts:** Ensure that all social media accounts are secure, with strong passwords and multi-factor authentication enabled. Consider temporarily limiting access to account managers only.

9.5.2. Mitigate Impact on Individuals

- **Provide Support:**
  - **Emotional Support:** Offer counseling or support services to employees affected by the attack.
  - **Temporary Social Media Break:** If the attack is particularly severe, consider temporarily taking down affected accounts or advising affected individuals to take a break from social media.
  - Remove targeted individuals from sensitive communications until situation settles
- **Public Communication:**
  - **Statement of Response:** Prepare a carefully worded public statement if necessary, acknowledging the situation, condemning harassment, and emphasizing the organization's values. Avoid escalating the situation or engaging directly with attackers.
  - **Monitor Public Sentiment:** Continuously monitor public sentiment and media coverage to adapt the response strategy as needed.

9.6. Recovery and Communication

9.6.1. Account Recovery

- **Restore Normal Operations:** Once the attack subsides, gradually restore normal account settings and continue to monitor for any resurgence of the attack.
- **Content Review:** Review all content and communication during the attack to ensure that no harmful posts remain visible and that all inappropriate comments have been addressed.

9.6.2. Internal Communication

- **Brief Employees:** Provide a briefing to employees, especially those involved in managing social media accounts, on the incident and the steps taken. Offer guidance on handling similar incidents in the future.

9.6.3. External Communication

- **Proactive Engagement:** If consensus is reached internally then consider engaging with followers and the community to reaffirm the organization's commitment to its values and to support positive online interaction.

- **Stakeholder Communication:** If the incident has broader implications, communicate with key external stakeholders, such as partners or clients, to reassure them of the organization's stability and approach to managing online threats.

10. Website Attack Incident Response Strategy

10.1. Purpose

This strategy outlines the steps to be taken when an organization's website is attacked or compromised. The objective is to minimize damage, restore normal operations, and prevent future incidents.

10.2. Scope

This strategy applies to all websites owned or operated by the organization, including associated web applications, databases, and servers. It covers a range of potential attacks, including but not limited to Distributed Denial of Service (DDoS) attacks, website defacement, malware injection, SQL injection, and unauthorized access.

10.3. Incident Detection

10.3.1. Indicators of an Attack

- Unusual spikes in traffic, especially from unknown sources or unusual geolocations.
- Website defacement, including unauthorized changes to content, images, or layout.
- Slow website performance or downtime.
- Unauthorized redirects to other websites.
- Detection of malware or malicious scripts on the website.
- Alerts from security tools about suspicious activities, such as multiple failed login attempts, unauthorized access, or changes to files.

10.4. Immediate Response Steps

10.4.1. Employee/Administrator Actions

- **Report Immediately:** If you suspect that the website is under attack, report the incident to the IT department or the designated website security team immediately.
- **Do Not Modify:** Avoid making any changes to the website until the security team has been notified and has taken control of the situation.
- **Collect Information:** Document any suspicious activities, including screenshots, error messages, and any relevant logs.

10.4.2. IT Department/Website Security Team Actions

- **Isolate the Threat:**
  - **Take the Website Offline:** If necessary, take the website offline temporarily to prevent further damage or data loss.
  - **Restrict Access:** Limit access to the website and associated systems to essential personnel only.
  - **Identify the Attack:** Use monitoring tools and logs to identify the type of attack and the entry point used by the attackers.
- **Communicate Internally:**
  - Inform relevant stakeholders, including executive leadership, the communications team, and legal counsel, about the incident and initial steps taken.
  - Coordinate with the public relations team to prepare for potential external communication if the incident is severe.

10.5. Containment and Eradication

10.5.1. Contain the Threat

- **Apply Temporary Fixes:** Implement temporary measures, such as blocking malicious IP addresses, disabling vulnerable features, or applying patches to prevent the attack from spreading or escalating.
- **Secure Backups:** Ensure that backups of the website and its data are secure and not compromised. Prepare to restore from backups if necessary.
- **Preserve Evidence:** Preserve logs, snapshots, and any other evidence that might be needed for a forensic investigation or legal action.

10.5.2. Eradicate the Threat

- **Remove Malicious Code:** Identify and remove any malicious code, scripts, or files that were introduced during the attack.
- **Patch Vulnerabilities:** Identify and patch any vulnerabilities that were exploited, such as outdated software, insecure configurations, or weak passwords.
- **Reset Credentials:** Reset all credentials associated with the website, including administrative passwords, database passwords, and API keys, and enforce stronger password policies.

10.6. Recovery and Communication

10.6.1. System Recovery

- **Restore Services:** Once the website is secure, restore it to normal operation, using clean backups if necessary.
- **Monitor for Further Activity:** Monitor the website closely for any signs of continued malicious activity, unauthorized access attempts, or other anomalies.

10.6.2. Internal Communication

- **Debrief Teams:** Provide a detailed debrief to all relevant teams, including IT, communications, and leadership, about the incident and the steps taken to secure the website.
- **Review Access Controls:** Review and update access controls, ensuring that only authorized personnel have the necessary permissions.

10.6.3. External Communication

- **Inform Users:** If user data was compromised or the attack had a significant impact, inform affected users promptly and provide guidance on any actions they should take (e.g., changing passwords).
- **Public Statement:** Prepare and release a public statement, if necessary, acknowledging the incident and explaining the steps taken to resolve it and prevent future occurrences.
- **Notify Authorities:** If the attack involved data breaches or illegal activities, notify the relevant law enforcement agencies or regulatory bodies.

Recommendation: Regularly backup website data and store copies in a secure location, such as an external server or cloud storage. Additionally, consider archiving versions of the site using the Internet Archive or similar services to preserve critical content. These backups will help restore the website quickly in the event of an attack, defacement, or data loss.

11. **Incident Response Strategy for Doxxing of an Organizational Member**

11.1. Purpose

This strategy outlines the response plan for when an executive director or any leadership member of the organization has their personal information leaked online, also known as doxxing. The objective is to protect the individual's safety, mitigate potential damage to the organization, and manage the situation effectively.

11.2. Scope

This strategy applies to incidents involving the unauthorized disclosure of personal information of any member of the organization's leadership team. This includes information such as home addresses, phone numbers, email addresses, family details, and other sensitive personal data.

11.3. Incident Detection

11.3.1. Indicators of Doxxing

- Discovery of personal information posted on social media, forums, or other websites.
- Receipt of threatening or harassing communications directed at the executive or their family members.
- Sudden increase in unwanted contacts, such as phone calls, emails, or visits to the executive's home.
- Reports from colleagues, media, or law enforcement about the exposure of the executive's personal information.

11.3.2. Doxxing Early Warning System

- Set up Google Alerts for leadership members, executives, and official organizational accounts (including social media handles) to monitor potential doxxing threats. General members can set up alerts for their own individual accounts separately.

11.4. Immediate Response Steps

11.4.1. Executive/Leadership Actions

- **Report Immediately:** The affected executive or leadership member should immediately report the doxxing incident to the organization's security team or designated point of contact.
- **Limit Exposure:** Refrain from engaging with or responding to any communications or threats received as a result of the doxxing.
- **Document the Incident:** Keep records of all instances of harassment, including screenshots, emails, messages, and any other relevant evidence.

11.4.2. Security/IT Team Actions

- **Verify the Incident:**
  - **Assess the Information:** Verify the accuracy and scope of the leaked information and determine where it was posted.
- **Secure the Individual:**
  - **Personal Security:** If necessary, arrange for physical security measures for the executive, such as increased home security, temporary relocation, or private security services.
  - **Cybersecurity Measures:** Assist the individual in securing their personal digital accounts, including changing passwords, enabling multi-factor authentication, and reviewing account activity.
- **Mitigate Online Exposure:**
  - **Request Removal:** Contact website administrators, social media platforms, and search engines to request the removal of the leaked information.
  - **Legal Action:** Explore legal options, such as cease and desist orders, to compel the removal of personal information and to prevent further dissemination.
  - **Decide when necessary to notify Law Enforcement:** Contact local law enforcement to report the doxxing incident and seek their assistance if there is a threat to the individual's safety.

11.5. Containment and Mitigation

11.5.1. Contain the Spread

- **Suppress Search Results:** Work with legal and public relations teams to suppress search results that reveal the doxxed information, using tools like Google's removal requests.
- **Public Relations Response:** Prepare a public relations response if necessary to address any media coverage or public awareness of the incident. This should aim to protect the individual's privacy while maintaining the organization's reputation.

11.5.2. Support for the Affected Individual

- **Emotional Support:** Provide access to counseling services or support resources for the affected executive and their family members to help manage the emotional impact of the doxxing.
- **Ongoing Monitoring:** Continue monitoring online platforms for further leaks or threats, and keep the individual informed of any developments.

11.6. Recovery and Communication

11.6.1. Internal Communication

- **Inform Leadership:** Notify the organization's executive team and relevant stakeholders about the incident, the steps taken to protect the individual, and any ongoing risks.
- **Limit Internal Exposure:** Ensure that the incident is communicated on a need-to-know basis to avoid unnecessary spread of sensitive information within the organization.

11.6.2. External Communication

- **Manage Public Narrative:** If the incident becomes public, manage external communications carefully to protect the individual's privacy and the organization's reputation.
- **Stakeholder Communication:** Communicate with key external stakeholders, such as partners and clients, to reassure them of the organization's continued stability and security.

12. Self-Care Recommendations for After Being Doxxed

Being doxxed—having personal information exposed publicly without consent—can be a distressing experience. It's important to prioritize self-care and take steps to address both

emotional and practical concerns. Here are some self-care recommendations for managing the aftermath of being doxxed:

12.1. Emotional Self-Care

12.1.1. Acknowledge Your Feelings

- **Validate Your Emotions:** It's normal to feel a range of emotions, including anger, fear, or anxiety. Allow yourself to feel and express these emotions without judgment.
- **Seek Support:** Talk to trusted friends, family members, or a mental health professional about your experience. Sharing your feelings can help alleviate some of the emotional burden.

12.1.2. Practice Stress-Reduction Techniques

- **Mindfulness and Relaxation:** Engage in mindfulness practices, such as meditation or deep-breathing exercises, to help manage stress and anxiety.
- **Physical Activity:** Regular exercise can help reduce stress and improve overall well-being. Activities like walking, yoga, or other forms of exercise can be beneficial.

12.1.3. Establish Boundaries

- **Limit Exposure:** If the doxxing incident has resulted in negative online interactions, consider taking a break from social media or limiting your exposure to distressing content.
- **Create Safe Spaces:** Engage in activities and spend time in environments that make you feel safe and supported.

12.2. Practical Self-Care

12.2.1. Address Security Concerns

- **Secure Your Online Accounts:** Change passwords for all online accounts, and enable multi-factor authentication where possible. Review privacy settings and restrict access to personal information.
- **Monitor Your Accounts:** Keep an eye on your financial and social media accounts for any unusual activity or signs of misuse.

12.2.2. Protect Personal Information

- **Update Personal Details:** If your personal information, such as your address or phone number, has been exposed, consider updating or securing these details. Contact relevant services to request updates or additional security measures if necessary.
- **Consult Professionals:** Consider seeking advice from cybersecurity professionals or legal experts to understand how to further protect yourself and address any legal implications.

12.3. Legal and Administrative Steps

12.3.1. Report the Incident

- **Notify Authorities:** Report the doxxing to local law enforcement if you feel threatened or if there are legal concerns. Provide them with any relevant information and evidence.
- **Contact Platforms:** Report the incident to social media platforms or websites where your information was exposed. Request that they take down any harmful or unauthorized content.

12.3.2. Document the Incident

- **Keep Records:** Document all instances of harassment or misuse of your personal information. Keep screenshots, emails, and other relevant evidence for future reference or potential legal action.

12.4. Long-Term Self-Care

12.4.1. Build a Support Network

- **Seek Community Support:** Connect with support groups or organizations that specialize in online harassment or doxxing. They can offer guidance, resources, and a sense of community.
- **Maintain Relationships:** Stay connected with friends and family who can provide emotional support and practical assistance during this time.

12.4.2. Engage in Positive Activities

- **Pursue Hobbies:** Engage in activities that bring you joy and fulfillment. Hobbies and interests can provide a healthy distraction and improve your overall mood.
- **Focus on Self-Care:** Prioritize activities that contribute to your well-being, such as getting adequate rest, maintaining a healthy diet, and engaging in activities that promote relaxation and happiness.

12.5. Professional Help

12.5.1. Seek Therapy or Counseling

- **Mental Health Support:** Consider working with a therapist or counselor who can help you process the trauma and develop coping strategies. They can provide a safe space to explore your feelings and work through the impact of the incident.

12.5.2. Legal Consultation

- **Legal Advice:** If you are facing ongoing harassment or have concerns about legal implications, consult with a legal professional who specializes in privacy or cyber law.

Important Note: Each individual's experience with doxxing is unique, and self-care needs may vary. It's essential to tailor these recommendations to your specific situation and seek professional advice if needed.

By taking these steps, you can better manage the emotional and practical challenges following a doxxing incident, and work towards reclaiming a sense of safety and well-being.

References:

https://onlineviolenceresponsehub.org/wp-content/uploads/2024/01/CAOV-MAPPING-REPORT-2024.pdf

ODLAN

References and Resources:

1Password. (n.d.). *Password manager & extended access management*. https://1password.com/

Amazon. (n.d.). *Cybersecurity awareness training*. https://learnsecurity.amazon.com/en/index.html

Bitdefender. (n.d.). *Bitdefender free antivirus software for windows*. https://www.bitdefender.com/en-us/consumer/free-antivirus

Bluesky Social. (2025, February 7). *Terms of service.* https://bsky.social/about/support/tos#who-can-use

Chrome Web Store. (n.d.). *AdBlock - block ads across the web*. https://chromewebstore.google.com/detail/adblock-%E2%80%94-block-ads-acros/gighmmpiobklfepjocnamgkkbiglidom

Chrome Web Store. (n.d.). *Adblock Plus - Free ad blocker.* https://chromewebstore.google.com/detail/adblock-plus-free-ad-bloc/cfhdojbkjhnklbpkdaibdccddilifddb

Cook, S. (2021, November 24). *What is vishing? How to recognize and avoid phishing scams*. Comparitech. https://www.comparitech.com/blog/information-security/what-is-vishing-how-to-avoid/

CyberGhost. (n.d.). *Fast, secure & anonymous vpn service | CyberGhost vpn*. https://www.cyberghostvpn.com/

Dashlane. (n.d.). *Password manager for mobile, home and business*. https://www.dashlane.com/

Duo. (n.d.). *Identity security, mfa & ssO | Duo security*. https://duo.com/

Facebook. (n.d.). *Recover a hacked Facebook account.* https://www.facebook.com/help/203305893040179

Gonzalez, C. (2023, May). *Coalition against online violence: Mapping report 2024*. International Women's Media Foundation. https://onlineviolenceresponsehub.org/wp-content/uploads/2024/01/CAOV-MAPPING-REPORT-2024.pdf

Google. (n.d.). *Get verification codes with Google authenticator codes.* Google Support. https://support.google.com/accounts/answer/1066447?hl=en&co=GENIE.Platform%3DAndroid

Google. (n.d.). *Recover a hacked YouTube channel*. https://support.google.com/youtube/answer/76187?hl=en&authuser=1

Google. (n.d.). *Simpler sign-in, safer passwords*. Google Password Manager. https://passwords.google/

Google. (n.d.). *Titan security key*. Google Cloud. https://cloud.google.com/security/products/titan-security-key

Government of Canada. (2021, October 27). *VPNs*. https://www.getcybersafe.gc.ca/en/secure-your-connections/vpns

Government of Canada. (2021, November 3). *Real examples of fake emails*. https://www.getcybersafe.gc.ca/en/resources/real-examples-fake-emails

Government of Canada. (2022, July 25). *What is voice phishing (vishing)? - ISTAP.00.102.*. https://www.cyber.gc.ca/en/what-voice-phishing-vishing-itsap00102

Government of Canada. (2023, November 21). *What is vishing?*. https://www.getcybersafe.gc.ca/en/blogs/what-vishing

Hrynchuk, S. (2020, August 12). *E-Mail money transfer*. Scam Detector. https://www.scam-detector.com/article/e-mail-money-transfer/

InfoSec Institute. (n.d.). *Work bytes: Award-winning engaging cybersecurity training.* https://www.infosecinstitute.com/iq/work-bytes/

Instagram. (n.d.). *If you think your Instagram account has been hacked*. https://help.instagram.com/149494825257596

Keeper Security. (n.d.). *Keeper Security: Password management and privileged access management (PAM) solution.* https://www.keepersecurity.com/

Kim, J. (2024, June 24). *How many characters should my password be?*. Keeper Security. https://www.keepersecurity.com/blog/2024/06/24/how-many-characters-should-my-password-be/

KnowBe4. (n.d.). *KnowBe4 security awareness training.* https://www.knowbe4.com/products/security-awareness-training

Kozinski, K. & Kapur, N. (2020, February 27). *How to dox yourself on the internet*. New York Times. https://open.nytimes.com/how-to-dox-yourself-on-the-internet-d2892b4c5954

LinkedIn. (n.d.). *Build your cybersecurity awareness skills.* https://www.linkedin.com/learning/paths/build-your-cybersecurity-awareness-skills

LinkedIn. (2025, March). *Verify your identity to recover account access.* https://www.linkedin.com/help/linkedin/answer/a1342692

McAfee. (n.d.). *McAfee antivirus software 2025 Anti-virus free download.* https://www.mcafee.com/en-us/antivirus.html

McGowan, E. (2024, February 20). *What is vishing? Tips to spot and avoid voice phishing scams*. Norton. https://us.norton.com/blog/online-scams/vishing

Microsoft. (n.d.). *About Microsoft authenticator*. Microsoft Support. https://support.microsoft.com/en-us/account-billing/about-microsoft-authenticator-9783c865-0308-42fb-a519-8cf666fe0acc

Microsoft Edge. (n.d.). *AdGuard AdBlocker.* https://microsoftedge.microsoft.com/addons/detail/adguard-adblocker/pdffkfellgipmhklpdmokmckkkfcopbh

Mozilla. (n.d.). *AdBlocker Ultimate.* Firefox Browser Add-ons. https://addons.mozilla.org/en-US/firefox/addon/adblocker-ultimate/

Mozilla. (n.d.). *Get Mozilla vpn - Mozilla (US).* Firefox Browser Add-ons. https://www.mozilla.org/en-US/products/vpn/

Mozilla. (n.d.). *uBlock Origin.* Firefox Browser Add-ons. https://addons.mozilla.org/en-US/firefox/addon/ublock-origin/

National Institute of Standards and Technology. (n.d.). *Free and low cost online cybersecurity learning content.* https://www.nist.gov/itl/applied-cybersecurity/nice/resources/online-learning-content

Norton. (n.d.). *Official site | Norton™ - Antivirus* & anti malware software. https://ca.norton.com/?lsModal=1#

PEN America. (n.d.). *Digital safety snacks*. https://pen.org/digital-safety-snacks/

Proton. (n.d.). *The best VPN for speed and security*. Proton VPN. https://protonvpn.com/

r/VPN [paperplans5]. (2021, March 17). *VPN comparison table* [Online forum post]. Reddit. https://www.reddit.com/r/VPN/comments/m736zt/vpn_comparison_table/

RAINN. (n.d.). *How to filter, block, and report harmful content on social media.* https://rainn.org/articles/how-filter-block-and-report-harmful-content-social-media

Right to Be. (n.d.). *How to strengthen your digital security.* https://righttobe.org/guides/how-to-strengthen-your-digital-security/

Right to Be. (n.d.). *Prepare your organization against online harassment.* https://righttobe.org/guides/fortify-your-organization-against-online-harassment/

Site Admin. (2022, September 26). *Fake invoice phishing scams*. Information Technology Lawrence Berkeley National Laboratory. https://it.lbl.gov/fake-invoice-phishing-scams/

Tech Safety Canada. (n.d.). *Home | Tech safety Canada. https://techsafety.ca/*

TikTok. (n.d.). *My account has been hacked.* https://support.tiktok.com/en/log-in-troubleshoot/log-in/my-account-has-been-hacked

UPS. (2025). *Protect yourself from fraud and scams*. UPS. https://www.ups.com/ca/en/support/shipping-support/legal-terms-conditions/fight-fraud.page

X. (n.d.). *Help with my compromised account*. X Help Center. https://help.x.com/en/safety-and-security/x-account-compromised

Yaqub, O. (2023, May 10). *IslamicFamily cybersecurity policy*. Notion. https://islamicfamily.notion.site/IslamicFamily-Cybersecurity-Policy-c57681d4bf90456b9b7eb013a483fbb5