

Notes for Use

- Carefully revise this template and follow your communications approval steps before distributing to affected parties.
- Use official company letterhead.
- Also refer to this document when drafting this letter:
https://iapp.org/media/pdf/resource_center/PL_Data-Security-Breach-Notice-Letter.pdf
- This template is meant to provide general guidelines and should be used as a reference. It may not take into account all relevant local, state, or federal laws, and is not a legal document.

[INDIVIDUAL NAME]

[Email Address]

or

[STREET ADDRESS]

[CITY, STATE AND POSTAL CODE]

[DATE]

Dear [USER NAME]:

We value your business and respect the privacy of your information, which is why, as a precautionary measure, we are writing to let you know about a data security incident that [may involve/involves] your personal information. [[Between/On] [IDENTIFY TIME PERIOD OF BREACH], [SUMMARIZE BREACH INCIDENT].] The data accessed may have included personal information such as [as relevant: your name, email address, mobile phone number, and ____]. In addition, [To our knowledge, the data accessed did not include any [IDENTIFY TYPES OF PII NOT INVOLVED]]. Please note that [COMPANY] does NOT capture the following information in any form: Government issued identifier (ex. SSN), health data, credit card data, religion, gender or any other data considered 'sensitive' under EU GDPR.

[COMPANY] values your privacy and deeply regrets that this incident occurred. We are conducting a thorough review of the potentially affected [records/computer system/IDENTIFY OTHER][, and will notify you if there are any significant developments. We have implemented additional security measures designed to prevent a recurrence of such an attack, and to protect the privacy of our valued members. [If appropriate - The company is also working closely with law enforcement to ensure the incident is properly addressed.]

We suggest that you immediately log out of your account to protect your [COMPANY APP NAME] account.

For further information and assistance, please contact is at 1-800-###-#### between 9 a.m.- 6 p.m. PST daily or email us at mail@COMPANY.com.

Sincerely,

[Executive's name and Title]