

HR Data Breach Tools



1. Employee Notification Memo Template

Subject: Important Notice: Data Security Incident

Dear Team,

I am writing to let you know about a data security incident that may have affected some of your personal information. On [date], our IT team identified unauthorized access to certain HR systems. At this point, we believe information such as [employee ID numbers, contact details, and/or banking information—adjust as appropriate] may have been involved.

What does this mean for you?

- We have secured the system and launched a full investigation with external experts.
- At this time, there is no evidence of misuse of the data. However, as a precaution, we recommend [changing your login credentials, monitoring your banking activity, signing up for the credit monitoring service we are providing].
- We have reported this matter to the Office of the Privacy Commissioner of Canada and will continue to cooperate fully.

We understand this news may cause concern. Please know that protecting your information is a top priority. We are committed to providing regular updates as the investigation continues.

If you have questions, you can contact [designated HR contact name and phone/email].

Thank you for your understanding and continued trust.

Sincerely,
[HR Director/Manager Name]

2. Employee FAQ Sheet

Frequently Asked Questions About the Data Breach

Q: What information of mine was involved?

A: At this stage, we know that [specific data types] may have been accessed. We will notify you directly if we learn additional details.

Q: Was my banking information affected?

A: [Yes/No/We are still investigating]. Regardless, we recommend monitoring your accounts for unusual activity.

Q: Will this impact my pay or benefits?

A: No. Payroll and benefits systems remain secure, and your pay will not be delayed.

Q: What steps should I take now?

A: Reset your HR system password immediately, sign up for the free credit monitoring service, and remain alert to suspicious emails or phone calls.

Q: Is the company providing support?

A: Yes. We are covering [X months] of credit monitoring and extending Employee Assistance Program services to anyone feeling stress or anxiety.

Q: Who can I contact with questions?

A: Please reach out to [HR contact name, phone/email].

3. Talking Points Script for Managers

When employees ask you about the breach, please use these points to ensure consistent communication:

- A data breach involving some employee information was discovered on [date].
- The issue has been contained, and security experts are investigating.
- Employees have been notified by HR about steps to protect themselves.
- The company is covering the cost of credit monitoring and has expanded EAP support.
- Direct any detailed questions to [HR contact].

Do not speculate about the cause of the breach, who was affected, or potential outcomes. Always reassure employees that they will receive updates as new information becomes available.

- Immediate (within 24 hours):
 - Contain the breach (with IT).
 - Document what was accessed and when.
 - Notify senior leadership and legal counsel.
- Within 72 hours (or as required):
 - Assess “real risk of significant harm” as per PIPEDA/Law 25.
 - Report the breach to the Privacy Commissioner (if required).

- Notify affected employees with clear, plain-language communication.
- Ongoing:
 - Maintain breach log (required under PIPEDA and provincial laws).
 - Provide employees with updates and resources.
 - Document all employee communications for regulatory review.
- Post-incident:
 - Conduct root cause analysis and policy review.
 - Update training and security protocols.
 - Keep records for [minimum period required by law—usually 24 months].

5. Sample Employee Assistance Email

Subject: Accessing Support After the Data Breach

Dear [Employee Name],

We understand that the recent data breach may be causing stress or anxiety. To support you, we have expanded Employee Assistance Program (EAP) services.

You can access confidential counselling and identity theft support at no cost through:

- Phone: [EAP number]
- Online: [EAP portal link]
- Mobile app: [if applicable]

Please mention "data breach support" when booking so you are connected with the right resources.

Remember, this service is confidential and available 24/7. We encourage you to reach out if you feel uncertain, anxious, or just need to talk.

Sincerely,
[HR Director/Manager]

6. Post-Breach Debrief Template

Post-Incident Debrief: Data Breach Response

Date of Breach: [insert]
Date of Debrief: [insert]
Facilitator: [insert]
Attendees: [list]

What Worked Well

- [e.g., Notification speed, clarity of memo, employee hotline availability]

2. What Challenges Did We Encounter?

- [e.g., Delays in confirming scope, confusion about provincial reporting obligations]

3. Employee Feedback

- [Summarize staff sentiment: trust level, stress, complaints, praise]

4. Compliance Review

- Were all legal reporting obligations met?
- Was documentation complete and retained?

5. Next Steps

- Policy updates required: [list]
- Training gaps to address: [list]
- System/process improvements: [list]

6. Assigned Action Items

- [Task, Responsible Person, Due Date]

Signed: _____
HR Lead