Personal Data Accident Contingency Flow

	Executive Team (each unit)	Convener/ Deputy convener	Executive secretary /DPO	Investigation and evaluation team (unit in which the breach occurred)	Coordination and communication team	PR media team
Initiate	Become aware of suspected breach → Notify DQ to initial the investigation → Determine whether a breach is constituted → Reply with determination. Determine whether it constitutes a breach. ◆ Constitute a breach / Not constitute a breach		Determine whether a breach is constituted	Fill in F-DQ042 and notify DQ → Initial response procedures	Receive notification	Receive notification
Response	Refer to applicable operating regulations	(Subject to the circumstance of individual case) convene or authorize DQ to convene the contingency response meeting	**Initial response procedures** (from Fill in F-DQ042). 1. Completely record the occurrence process 2. Refer to applicable laws/regulations and notify affected data subjects. Report a breach. 1. Assist in processing breach response 2. Notify competent supervisory authorities according to applicable laws/regulations 3. Assist in preparing the notification to data subjects 4. Notify SkyTeam (if applicable) 5. Assist relevant units to cooperate with investigations and administrative inspections by competent supervisory authorities	1. Completely record the occurrence process 2. Report to the local policy agency where the breach occurred 3. Notify affected data subjects 4. Oversea branch offices notify local competent authorities Take necessary prevent measures 5. Cooperate with investigations and administrative inspections	1. (Subject to the circumstance of individual case) participate in the contingency response meeting 2. Monitor breach related info/communicate with data subjects 3. Prepare breach Q&A/evaluate appropriate service recovery measures 4. Subject to each unit's authority, handle the enquiries and coordination from the involved public agencies 5. Cooperate with investigations and administrative inspections	1. (Subject to the circumstance of individual case) participate in the contingency response meeting 2. Monitor breach related info/public announcement 3. Cooperate with investigations and administrative inspections
Review			(Subject to the circumstance of individual case) authorized to convene and participate in the contingency response meeting → Submit for case closure. Arising lawsuits → Transfer to PL for further handling		(Subject to the circumstance of individual case) participate in the contingency response meeting	
Note	Level-1 personal data breach	Level-2/Level-3 personal data breach				