



Case Study



ASTONLARK

The insured

Software Sales

Revenue

£700,000

The sector

Technology

The incident

Insured created an app, which was being used by a significant number of schools. The insured was contacted by a journalist, advising that the pupils' data was accessible and exposed due to security issues with the app, which represented a significant data breach. The journalist threatened to publish a press release regarding the matter and sought a comment from the insured.

The trigger

Breach Costs

Threat factor

Data Breach

The result

Hiscox instructed forensics, lawyers and PR consultants. Forensics appointed to see if the journalist's claims were true, lawyers were instructed to anticipate and consider legal and regulatory obligations, and PR consultants were instructed to negotiate with journalist on deadlines, prepare the statement to journalist and monitor social media and local news outlet activity. Hiscox established that there was an issue, but it was not as serious as stated by the journalist. A statement was released to the journalist, and an article was published. The PR team thought that given the original circumstances, this was a generally positive article and was not picked up by other news outlets

The cost

£30,000

The takeaway

An allegation of a serious breach, or a suspected breach, still falls within the cover provided by the policy. Forensics can not only take up the role of containment and investigation, but can also corroborate claims from external parties (journalist and hackers) on integrity of applications, software and IT infrastructure. Furthermore, PR involvement was crucial in understanding of how journalists work - prior to PR involvement, the insured was making mistakes in their responses to the journalist, which could have amplified matters.

Premium

£2,500

www.astonlark.com/cyber **020 8633 8430**

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