

## Trustees can't relax about GDPR, it's time to focus on data breach response plans says Trafalgar House

**PRESS RELEASE: 30 July 2018**

Trafalgar House, the pensions administration specialist, have advised that two months on from the introduction of GDPR schemes need to ensure they have a response plan in place to deal with any data breaches, and provided some tips for establishing a working plan.

**Daniel Taylor, Director at Trafalgar House, said:** "With such dramatic build up, GDPR has been somewhat anticlimactic since its implementation. However, its real value can already be seen, as it encourages more trustees to feel genuinely accountable for data for the first time. Crucially though, increased action must go hand in hand and response plans are far more important for members than general GDPR policy - but few schemes have actually begun work on them, because they often simply don't know where to start.

"Like so much around GDPR, data breach response plans can be overcomplicated, so for many trustees it's about breaking things down into distinct actions. If done correctly, a response plan needn't be merely a tick box exercise but can also allow schemes to take a proactive approach to protecting member data. It allows schemes to deal quickly and efficiently with breaches that occur and to prevent them in the first place. A good place to start is to agree the following:

- 1. Definitions and explanations of what a breach is*
- 2. A decision framework for who decides what needs to be escalated, and when*
- 3. Potential strategies for containing and remedying breaches, both hypothetical and model*
- 4. A strong communication plan*
- 5. Details of how a breach should be recorded and followed up after the event to identify root cause*

"Trustees cannot avoid putting these plans off - as with most things, delay makes the process no easier and could even put member data at risk. Data breach response plans needn't be cumbersome, but they can involve complex processes and difficult decisions, so trustees would be naive to think it is something that can be done in the spur of the moment."

(ENDS)

**Notes to editors:**

Trafalgar House is a pensions administration specialist. Trafalgar House provides administration, payroll, accounting & treasury and trustee secretarial services to all types of occupational pension scheme.

We are experts in the field of administration, providing a first-class experience to pension scheme members and trustees, evidenced by our Investor In Customers Gold Award. Our long track record of excellent service delivery is supported by state-of-the-art systems and a highly experienced team.

We deliver services through a single team of named contacts; we do not operate functional teams or offshore any services. This enables clients and their scheme members to enjoy personal service from a team of UK-based experts, where quality and delivery are closely controlled. We are an AAF 01/06 accredited operation.

Pension scheme members have direct contact with our administration experts, supplemented with access to My Work Pension, a cutting-edge online self-service solution. Working in partnership with specialist communication consultants we have also crafted a suite of highly engaging core communications that are available to all of our clients.

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