OperationsIP

OIP-SEC-004 · Version 1.0 · Effective 1 December 2026

Data Breach and Security Incident Response Plan

This plan explains how OperationsIP responds to a security incident or a suspected data breach, including how and when we tell customers, people and regulators.

DOCUMENT	VERSION	EFFECTIVE	OWNER	NEXT REVIEW
OIP-SEC-004	1.0	1 December 2026	Director	December 2027

Plan · Security

Legal and standards basis

- Notifiable Data Breaches scheme, Privacy Act 1988 (Cth) Part IIIC
- GDPR Articles 33 and 34 (72 hours to the supervisory authority)
- UK GDPR
- New Zealand Privacy Act 2020 (notifiable privacy breaches)
- Canada PIPEDA breach reporting
- US state breach notification laws

1. Report it straight away

Anyone who suspects an incident tells the Security lead immediately at security@operationsip.com. Customers can report problems the same way.

2. Our response

1. Contain: stop the problem, for example by signing users out, revoking keys or blocking access
2. Assess: within 30 days at the latest, and as fast as we can, work out what happened, what data and which businesses are affected, and whether serious harm is likely

3. Notify customers: tell affected businesses without undue delay, and within 48 hours of confirming a breach of their data
4. Notify regulators and people: where the law requires, notify the OAIC, the relevant EU or UK authority within 72 hours of becoming aware, and other regulators within their timeframes. Tell affected people what happened and what they can do
5. Recover: restore from backup if needed and check systems are clean
6. Review: record lessons learned and fix the root cause within 30 days

3. Who does what

Role	Task
Security lead	Leads the response and keeps the incident record
Director	Approves notifications and talks to customers and regulators
Developers	Contain, investigate and fix

4. Useful contacts

- Australian Cyber Security Centre: 1300 292 371
- OAIC: oaic.gov.au
- UK ICO: ico.org.uk
- Supabase, Netlify and Stripe security teams through their support channels

5. Records and testing

Every incident and near miss is recorded. We test this plan at least once a year.

OperationsIP by Filo Cleano Services Pty Ltd · operationsip.com · Printed copies are uncontrolled. The current version is always online.