

INCIDENT RESPONSE

Incident response programme

Severity tiers, SLAs, and how we communicate incidents to customers.

Our incident response process follows the NIST SP 800-61r2 lifecycle. Incidents are triaged into four severity tiers with defined response and customer-communication SLAs.

Customers are notified of confirmed incidents that affect their data within 72 hours, in line with UK GDPR Article 33.

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