

**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.

---

Generated 10 July 2026 · TeamFeePay Trust Centre