

# Higher Education

Effective data breach protection for higher education.

Essentially, a data privacy breach is not a question of “if”. The only question is “when?”

Information exposures within colleges and universities have many causes and are difficult to control. And even with the best systems, controls, personnel and procedures, no college or university is immune to the risk. It only takes one small human error, or an office break-in, or a clever hacker to compromise millions of records and create potential havoc within your organisation.

## Significant exposure

Colleges and universities face complex issues when a breach occurs. You maintain personal data on applicants, students, faculty and other employees, donors, trustees, and board members.

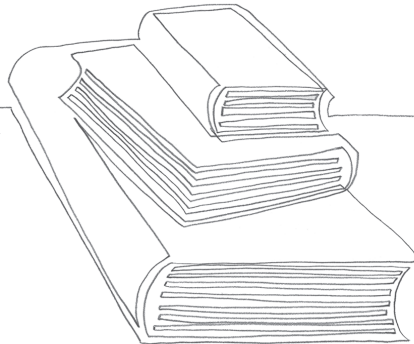
The negative publicity resulting from a data breach can lead to massive reputational and brand damage. In fact, brand value and reputation have been shown to decline by between 17% and 31%\* after a mismanaged breach, and it can take upwards of a year to restore an organisation's reputation.

\*Source: EIU Global Study, March 2013

# 14.7m

personal records compromised between 2005 and 2015 were entrusted to colleges and universities.

Source: [www.privacyrights.org](http://www.privacyrights.org)



# Higher Education

## Regulatory investigations and penalties

Compliance with the UK's Data Protection Act (DPA) is not just about the confidentiality of personal data, it is also about information security and ensuring that data is securely stored and managed.

The Information Commissioner's Office (ICO) has several options when it finds that an organisation has breached the UK Data Protection Act. A significant breach of personal data could result in actions including issuing monetary penalties, enforcement notices, auditing and prosecutions.

If an organisation fails to comply with data protection regulation the consequences can be severe, from reputational and share price damage to hefty fines and even criminal charges.

In 2015 fines imposed by the ICO totalled over £1.1 million.\*

\*Source: [www.ico.org.uk](http://www.ico.org.uk)

## Why Beazley

Beazley, a leading insurer of technology and information security risks, has developed Beazley Breach Response (BBR), a solution to privacy breaches and information security exposures tailored to the needs of higher education.

BBR is a complete privacy breach response management and information security insurance solution which includes a range of services designed to help you respond to an actual or suspected data breach incident effectively, efficiently, and in compliance with the law.

Numerous colleges and universities have turned to Beazley to help coordinate their response to data breaches.

## Third party coverage

- Third party information security and privacy coverage with up to €25m/£15m in limits in addition to the breach response coverage
- Regulatory defense and penalties
- Website and offline media liability
- PCI fines, penalties and assessments\*
- Cyber extortion
- First party business interruption and data protection with limits up to €25m/£15m.

\* Where insurable by law

Data breaches take many forms. External hackers and malicious insiders cause many breaches, but did you know that simple carelessness is responsible for a surprisingly large number of breaches?

Every breach is different. It is important to work with a partner who has been there before.

---

## BBR Services

Beazley is unique among insurers in having a dedicated business unit, BBR Services, that focuses exclusively on helping clients manage data breaches successfully. In each case BBR Services collaborates with you to establish the best response that is tailored to your individual needs.

BBR Services is a dedicated team of data breach professionals who assist BBR policyholders at every stage of incident investigation and breach response.

They coordinate the carefully vetted forensics experts and specialized lawyers to help you establish what's been compromised; assess your responsibility; and notify those you have to. In addition, BBR Services coordinates credit or identity monitoring for your customers and PR advice to help you safeguard your reputation.

### Inadvertent disclosure

- A university sent a mailing to nearly 19,000 students regarding university clinic services and inadvertently included social security numbers on the address labels. The university was required to notify the affected students. BBR Services arranged all necessary breach response services including legal counsel, notification and a call centre vendor and credit monitoring.

### Hacking and malware

- A university employee's computer became infected with malware, and the computer contained protected health information (PHI) and personally identifiable information (PII). Before BBR Services was notified by the university, forensic evidence was wiped in a routine cleanup by IT. The university also retained an off-panel forensics firm which concluded that no information was compromised. The university decided to get a second opinion, and BBR Services arranged for a forensics firm to investigate. The panel forensics firm reviewed documents and salvageable data, and with the help of panel counsel, determined the need to notify and offer credit monitoring to 12,000 individuals.
- A university discovered indicators of unauthorised access to an administrative unit server. Internal review suggested that as many as 400,000 students and employees had their information, including social security numbers, compromised. The university promptly notified BBR Services who connected the university with forensic assistance and counsel. After the forensic investigation, and with legal support, the university was able to conclude that there was no breach as no access to the server had occurred. Thus, the university avoided notifying 400,000 students and employees.

# Higher Education

Learn more:  
[www.beazley.com/bbr](http://www.beazley.com/bbr)

- A university discovered a web server was infected with malware. BBR Services immediately connected the university with counsel and a forensic firm. The forensic investigation determined the information compromised included names and social security numbers of 40,000 individuals, including students, faculty, applicants, alumnae and employees. Forensics also determined the malware compromised names and student identification numbers of over 19,000 additional persons. The university offered credit monitoring to the 40,000 individuals whose social security numbers were exposed.
- A university reported a potential loss after identifying a large phishing event which involved the attackers sending large amounts of spam from a limited set of employees' outlook web access (OWA) accounts. Almost all of the emails sent looked like spam, but one of the inboxes used for the spam campaign contained a sizeable amount of sensitive information which was identified by their identity finder tool. The university contacted BBR Services and both forensics and legal counsel were retained to help respond to the matter. Fortunately, after a forensic investigation, counsel was able to conclude that there was a low probability of a breach and drafted a memorandum.

## Insider

- A university learned that one of its financial aid officers was improperly removing current and prospective students' PII from computers and hard copy files, likely with the intent to sell or commit fraud. BBR Services connected the university with counsel and a forensic firm to investigate the scope of the incident and determine which individuals needed to be notified. Counsel worked closely with law enforcement during the investigation.

“Beazley’s Breach Response Services team was simply responsive, knowledgeable, and experienced. We made contact on a late Friday night and by the next morning had breach response services of legal counsel, forensics, and claims all working in parallel to mitigate and recover from our cyber event. We are grateful for the team response and expertise to work with us through the shock of the event, the magnitude of details, and the continued recovery”

Bernie Brandenburg , Risk Management  
Coordinator  
Mercy Iowa City

beazley