

Nova Cyber Response

Should your organisation be impacted by a cyber-incident, it is important that your organisation responds quickly.

Nova's Cyber Incident Response Team is here to help.

Our Cyber Incident Response Team provides a global 24/7 service, assisting your organisation throughout the entire incident response – from the time that you first notify Nova of the incident through to its resolution.

Made up of IT Security / Forensics, Legal, Public Relations, Credit Monitoring and ID Protection, and Communications professionals, our Cyber Incident Response Team will help you navigate the incident and mitigate your organisation's potential loss and exposure.

Nova Cyber Incident Response Process

Depending on the circumstances, below is a broad outline of the general process that may follow a cyber-incident.



Identification

Your organisation becomes aware of a cyber-incident. Examples include network interruption caused by ransomware, data breach caused by external hack, and lost devices leading to inadvertent disclosure.



Notification and initial assessment

Contact Nova's Cyber Incident Response Team who will help you understand the size and nature of the incident and the next steps. Mobilise internal and external teams.



Containment

Take steps to contain the incident. This may require instructing IT Security professionals to assist.



Investigation

Investigate the nature and scope of the incident, including whether any information was accessed. This may require instructing IT Forensic professionals to assist.



Assessment

Assess whether there are any notification obligations that arise as a result of the incident, including notification to impacted data subjects, financial institutions, regulators and law enforcement. This may require instructing Legal professionals to assist.



Credit Monitoring / ID Protection

Establish Credit Monitoring / ID Protection services for affected individuals to protect against potential identify fraud. This may require instructing Credit Reporting Bodies to assist.



Notification

Undertake communications campaign to notify third parties where required. This may require instructing Public Relations and Communications professionals to assist.



Ongoing Incident Management

Manage any ongoing aspects of the incident including regulatory follow up and third party claims.



24/7 hotline

1800 962 366



Email

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