

# CASE STUDY



## PROVIDING TARGETED ADVICE TO OUR CLIENT DURING AN ONGOING DATA BREACH INVESTIGATION

### Challenge

Our client discovered that they had suffered a data breach involving one of their own employees. When the client contacted us, their data breach investigations were already well advanced. They had carried out extensive interviews with the person who caused the data breach, as well as numerous relevant colleagues. The police were involved in the investigation, as were the Information Commissioner's Office ("ICO") and several other regulators.

While investigating the breach, our client had discovered that its effects spread much further than they had first anticipated. Numerous stakeholder business partners and other relevant parties were heavily affected.

Our client's Data Protection Officer and their legal team were handling the incident well, but required advice on some very specific elements of the data-breach-handling process.

### Solution

We assisted our client with some specific, targeted advice during their breach-handling process. Among other things, we prepared instructions for and took advice from a highly qualified barrister who specialised in data protection matters. Given the potential impact to our client, a high-profile and well-known brand, they were grateful to access support from us, as specialist data protection solicitors, and also appreciated the specialist advice that we helped them to seek from Counsel. This was key to issues involving the potential wider case around the matter.

### Impact

Appropriate handling of data breach situations is critical for data protection compliance. Not only can the ICO impose large fines for non-compliance, but there is also the potentially catastrophic risk to reputation and customer confidence, which can severely damage a business's bottom line. Careful handling of data breach situations is also important to help prevent claims against the organisation from affected individuals, which can irreparably damage an organisation's brand and reputation.

### Legal directory extract

*"Described as 'genuine experts in niche areas' of data protection law, Pritchetts Law has been considered 'amazing value for money'. The practice is highlighted for its 'high quality but pragmatic advice'."*

*The Legal 500 UK*

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