

INCIDENT PROCEDURE

To be displayed near each workstation

If you suspect a cyberattack, a loss of data or any unusual behaviour on your computer, follow these 6 steps in order. Do not panic. Every minute counts.

1. ISOLATE

Immediately unplug the network cable from the computer concerned. Turn off the WiFi. Do not touch the keyboard or the mouse again. DO NOT SWITCH OFF the computer; that would destroy the evidence needed for the analysis.

2. ALERT

Inform the head of the practice (or their designated deputy) immediately. Do not try to solve the problem on your own.

3. CALL THE IT PROVIDER

The head of the practice or the designated person contacts the IT provider urgently. If the provider is unavailable, contact the FOCS via incidents@ncsc.ch or the form at report.ncsc.admin.ch.

4. DO NOT PAY

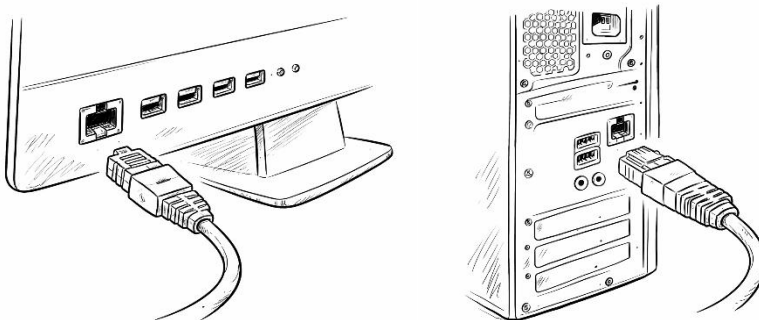
If a ransom message appears on the screen, never pay. This is the official recommendation of the Swiss Confederation. Paying does not guarantee that the data will be recovered and finances criminal networks.

5. DOCUMENT

Photograph the error or ransom screens with a phone. Note the exact time of discovery. Describe the symptoms observed. List the computers that appear to be affected. Keep everything.

6. ASSESS AND NOTIFY

The head of the practice assesses whether the breach is likely to result in a high risk for patients. If so, or if they cannot rule it out quickly, they report the breach to the FDPIC as soon as possible (Art. 24 para. 1 FADP) via databreach.edoeb.admin.ch.



Ethernet cable in front of an Ethernet port on a workstation | example only. The location may vary from one computer to another.

Emergency contacts

The practice's IT provider	[Name] [Phone] [E-mail]
Head of the practice	[Name] [Phone]
FOCS (Federal Office for Cyber Security)	incidents@ncsc.ch report.ncsc.admin.ch
FDPIC (notification of a data breach)	+41 58 462 43 95 (Mon-Fri 10:00-12:00) databreach.edoeb.admin.ch
Cantonal police	117

This document complements the practice's internal IT security policy. It must be printed, completed with the contact details of the IT provider and the head of the practice, and displayed near each workstation.

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For any legal question relating to the FADP, the GDPR or data protection in the medical context, consult a lawyer specialising in the field.

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DentalSystems Sàrl

Thomas Alvino, IT Technician

www.dentalsystems.ch | talvino@dentalsystems.ch | +41 77 245 48 44

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