INTELLIGENT CHOICE

Privacy incident plan and register

What to do if personal information is lost, shared by mistake or accessed without permission

Version 1.2 | 31 October 2026 | Owner: Travis Shaw | Review: every 6 months | Printable blank copy

Act first, record second. Stop the harm, then write down what happened. We follow the notifiable data breach scheme voluntarily: assess within 30 days, and tell affected people and the OAIC as soon as practicable if serious harm is likely.

Steps

1. ☐ **Contain it (today)**
   Revoke the token or password, sign out the account, disable the workflow, unshare the file, recall the email. Do not delete evidence.
2. ☐ **Note the facts (today)**
   Who, what information, how many people, when, how found. Start a register line below.
3. ☐ **Assess (within 30 days, sooner is better)**
   Is serious harm likely to anyone (identity theft, fraud, safety, embarrassment)? Could a quick step make harm unlikely? If yes, do it and record why.
4. ☐ **Tell people**
   If serious harm is likely: notify the affected people and the OAIC as soon as practicable. If a client's information is involved, tell the client first and promptly (target: within 48 hours; Standard Terms clause 8). If a provider is involved, ask them what happened, in writing.
5. ☐ **Learn and fix**
   Record the cause and the change made (for example a new setting or a rule). Review at the next six-month review.

Where to stop it, by system

System	What to do
Airtable	Revoke the personal access token in the Builder hub (airtable.com/create/tokens).
Anthropic	Delete the API key in the Console (Settings, API keys).
n8n (OpenHost)	Switch off the workflow, then replace the credential it used.
Titan email	Change the password, sign out all sessions, check the mailbox rules.
Google Drive	Remove sharing on the folder or file, change the password.
Website (Hostinger, WordPress)	Change the hosting and WordPress admin passwords.

Contact list

Fill in numbers and addresses now, before they are needed.

Insurer (notify early)	
Lawyer	
OAIC data breach notification	oaic.gov.au (Notify a data breach form)
Provider support (Hostinger, OpenHost, Airtable, Titan, Google)	
IDCARE (support for affected people)	idcare.org

Our Privacy contact	Travis Shaw, travis@intelligentchoice.digital

Incident register

Date	What happened	Who or what affected	Serious harm likely?	Notified (who and when)	Fix made
			Choose		
			Choose		
			Choose		

Done by:

Date:

Next check: