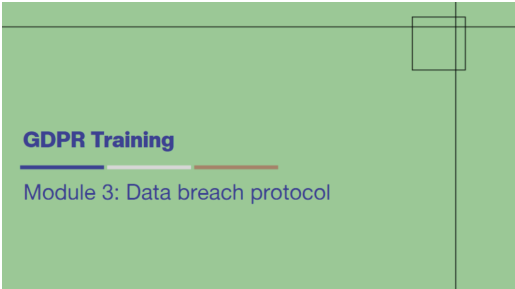

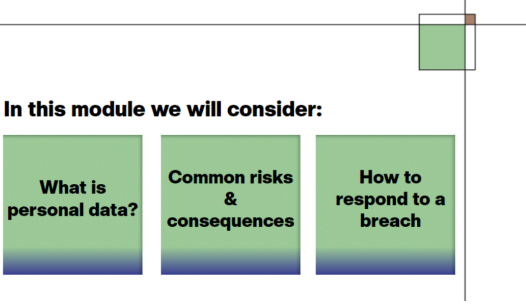


VerityX: GDPR Training: Module 3. Storyboard

LESSON 1				
Slide no.	1	Title: Introduction/Navigation page.	Interactivity:	N/A
Slide Visual:			Additional notes:	N/A
OST	GDPR Training Module 3: Data breach protocol			
VO script:	<p>Welcome to this training module on how to deal with a data breach according to GDPR guidelines.</p> <p>To navigate the course, you can use the 'Next' and 'Previous' buttons. If 'Next' is not visible, this means that you need to complete a task before continuing. You can also access subtitles, playback speed and other settings on this panel.</p> <p>When completing a task, you should check your answers by selecting 'Submit'.</p> <p>When you see a lightbulb appear in the top right corner, select it to get a hint!</p> <p>Please select Next to begin your learning experience.</p>			
LESSON 2				
Slide no.	2	Title: Introduction video [hook]	Interactivity:	Play / pause / rewind / fast forward
Slide Visual:			Additional notes:	N/A
OST	N/A			

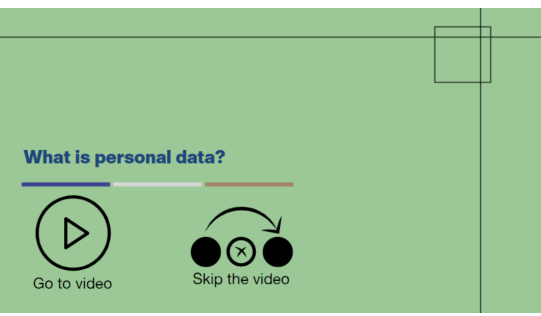
VO script (video):	Meet Jade. Jade's about to make a GDPR mistake with customers' personal data which could cost VerityX €20 million... When advising customers about routine maintenance of VerityX's platform, she has cced all 400 emails, rather than using bcc. This has left all 400 addresses visible and therefore vulnerable.
VO Script (after video):	We'll be returning to Jade's situation later, but first, let's establish the learning aims of this training module.


Slide no.	3	Title: Learning Objectives	Interactivity:	N/A
Slide Visual:			Additional notes:	N/A

OST	<p>In this module we will consider:</p> <p>What is personal data Common risks & consequences How to respond to a breach</p>			
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VO script:	<p>By the end of this module, you will have learnt about what is, and is not personal data, according to GDPR legislation. You will have identified common risks in your daily worklife, and also how you should respond, should a data breach occur.</p>			
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LESSON 2

Slide no.	4	Title: What is personal data?	Interactivity:	Select icon: - Continue to video - Skip video
Slide Visual:			Additional notes:	N/A

OST:	<p>What is personal data?</p> <p>Go to video Skip the video</p>			
VO script:	<p>Welcome to lesson 2 of this module, where we will focus on personal data.</p> <p>But what exactly is personal data? Customer email addresses clearly count, but what else? Let's leave Jade in her panic for a few minutes, and look at the GDPR guidelines on this. If you already feel confident on this subject, feel free to skip the short video and go straight to the task.</p>			
Slide no.	5	Title: Explainer video	Interactivity:	- Play / pause / rewind / fast forward
Slide Visual:			Additional notes:	N/A
OST:	N/A			
VO script (video):	<p>Welcome to this short video explainer, which will cover the meaning of personal data according to GDPR guidelines. In order to properly protect our clients' data, we need to be aware of which information is covered by protection legislation.</p> <p>Put simply, personal data is any information that relates to a living individual who can be directly or indirectly identified.</p> <p>Some forms of personal data are obvious, and we know to take care when handling them.</p> <p>Names and email addresses are clearly personal data. Also, an individual's location, ethnicity, gender, biometric data, religious beliefs, internet browsing history, and political opinions must be protected as such.</p> <p>So far, so straightforward. However, according to GDPR rules, the term 'personal data' also covers slightly more surprising instances.</p>			

Firstly, Pseudonymous data, which may appear anonymous, can still fall under the definition if it's relatively easy to ID someone from it. This may be the case if the same username is used across a range of sites.

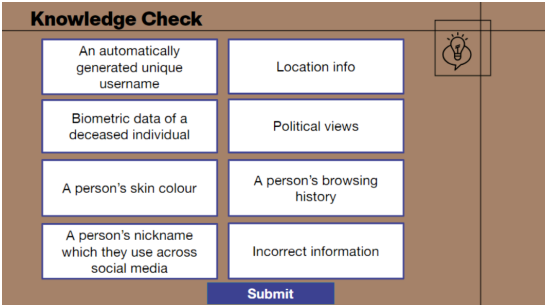
Secondly, it's important to remember that accuracy is not important, even incorrect data about a person can be viewed as personal data in that it still corresponds to an individual.

Only properly anonymised data which prevents an individual from being identified does not constitute personal data.

Our clients trust us with their personal data, and it is everyone's responsibility to protect it.

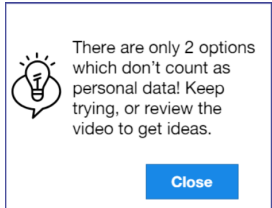


Slide no.	6	Title: Knowledge Check	Interactivity:	<ul style="list-style-type: none"> - Select amongst 8 options - Submit button - Hint button - Close button on hint layer
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Slide Visual:		Additional notes:	<p>Correct answer selects all options except:</p> <ul style="list-style-type: none"> - An automatically generated unique username - Biometric data of a deceased individual
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OST:	<p>Knowledge Check</p> <ul style="list-style-type: none"> - an automatically generated unique username - Biometric data of a deceased individual - A person's skin colour - A person's nickname which they use across social media - Location Info - Political views - A person's browsing history - Incorrect information <p>Submit</p>
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VO script:	<p>Please take a look at these different sorts of data, and select those which you believe to be personal data, protected by GDPR. If you aren't sure, remember you can always return to the video.</p>
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Hint Layer OST:	There are only 2 options which don't count as personal data! Keep trying, or review the video to get ideas. Close	Hint layer visual:	
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LESSON 3

Slide no.	7	Title: Risks & Consequences	Interactivity:	- N/A
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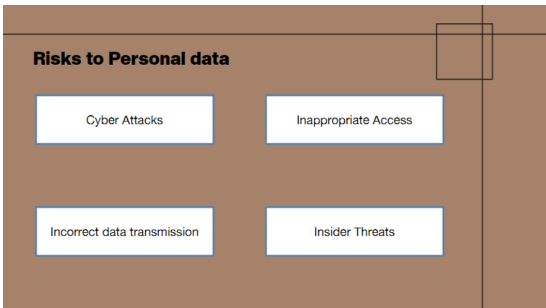
Slide Visual:		Additional notes:	N/A
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OST:	Risks & Consequences			
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VO script:	Now that we have identified what is covered by personal data in GDPR guidelines, what kind of risks should we be aware of? And what are the consequences if we fail to handle data properly? Please select next to begin lesson 3.			
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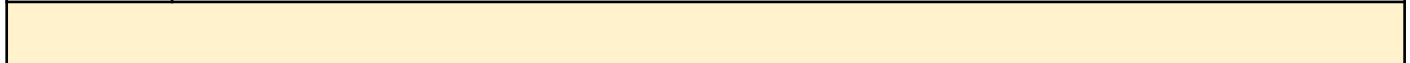
LESSON 3

Slide no.	8	Title: Risks to Personal Data	Interactivity:	<ul style="list-style-type: none"> - Select 4 options for further information. - Done button closes further information - Example button opens new layer with example.
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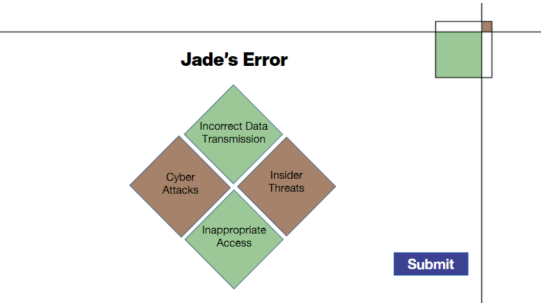
Slide Visual:		Additional notes:	Examples of each to be displayed on separate layers. Text is found here .
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OST:	<p>Risks to Personal data</p> <p>Cyber Attacks [select] - These may come in the form of phishing, hacking or ransomware.</p> <p>Inappropriate Actions [select] - Staff members accessing data which is unnecessary or outside their professional capacity.</p> <p>Incorrect data transmission [select] - This is where personal information is incorrectly shared intentionally or by mistake.</p> <p>Insider threats [select] - Employees, contractors or third-party service providers may compromise personal data.</p>
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VO script:	<p>There are many ways that data can fall into the wrong hands. Click on each item to learn about what it is, and to see an example of it in the real world.</p>
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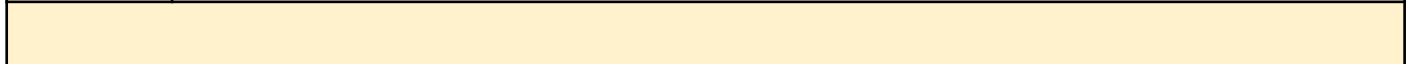


Slide no.	9	Title: Defining Jade's Error	Interactivity:	<ul style="list-style-type: none"> - Select between 4 options. - Submit button.
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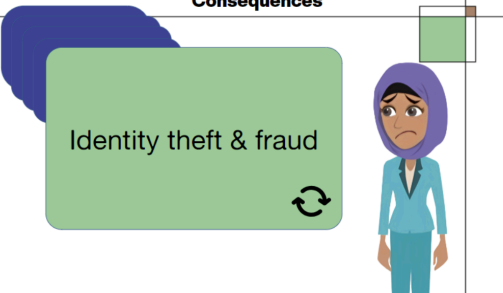
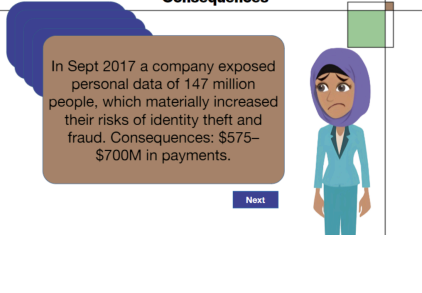
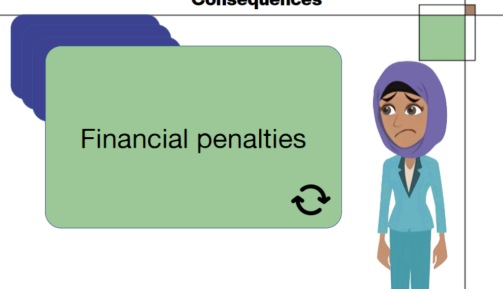
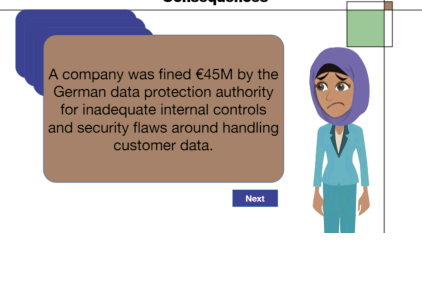
Slide Visual:		Additional notes:	Selected option should change to highlighted, selected state.
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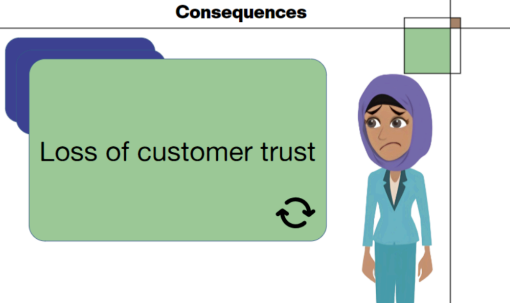
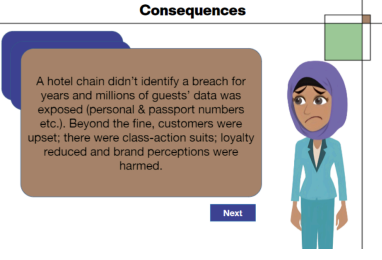
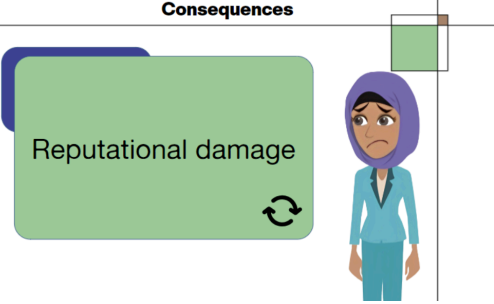
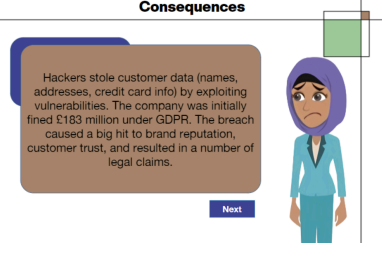
OST:	<p>Jade's Error</p> <p>Incorrect data transmission (correct answer)</p> <p>Cyber Attacks</p> <p>Insider threats</p> <p>Inappropriate Actions</p> <p>Submit</p>
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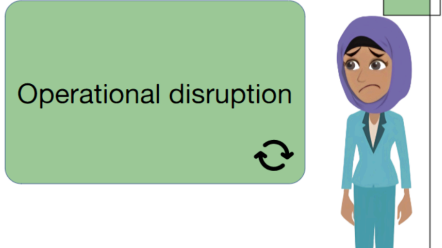


VO script:	<p>Which of these risks has led to Jade's situation? Select the option which best fits.</p>
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Slide no.	10	Title: Consequence 1: ID Theft	Interactivity:	<ul style="list-style-type: none"> - Flashcard click to flip - Next button (once flip selected)
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Slide Visual 1:	<p style="text-align: center;">Consequences</p> 		Slide Visual 2:	<p style="text-align: center;">Consequences</p> 	
OST:	<p>Identity theft & fraud [select] - In September 2017 a company exposed the personal data of 147 million people, which materially increased their risks of identity theft and fraud. Consequences: \$575M-\$700M in payments.</p> <p>Next</p>				
VO script:	<p>As Jade realises what she has done, all the potential consequences of such a data breach run through her head... Please select each card to read more.</p>				
Slide no.	11	Title: Consequence 2: Financial penalties	Interactivity:	<ul style="list-style-type: none"> - Flashcard click to flip - Next button (once flip selected) 	
Slide Visual 1:	<p style="text-align: center;">Consequences</p> 		Slide Visual 2:	<p style="text-align: center;">Consequences</p> 	
OST:	<p>Financial penalties [select] - A company was fined €45M by the Germany data protection authority for inadequate internal controls and security flaws around handling customer data.</p> <p>Next</p>				
VO script:	<p>N/A</p>				
Slide no.	12	Title: Consequence 3: Loss of trust	Interactivity:	<ul style="list-style-type: none"> - Flashcard click to flip - Next button (once flip selected) 	

Slide Visual 1:	<p style="text-align: center;">Consequences</p> 		Slide Visual 2:	<p style="text-align: center;">Consequences</p> 	
OST:	<p>Loss of customer trust [select] - A hotel chain didn't identify a breach for years and millions of guests' data was exposed (personal & passport numbers etc). Beyond the fine, customers were upset; there were class-action suits; loyalty reduced and brand perceptions were harmed.</p> <p>Next</p>				
VO script:	N/A				
Slide no.	13	Title: Consequence 4: Reputational damage	Interactivity:	<ul style="list-style-type: none"> - Flashcard click to flip - Next button (once flip selected) 	
Slide Visual 1:	<p style="text-align: center;">Consequences</p> 		Slide Visual 2:	<p style="text-align: center;">Consequences</p> 	
OST:	<p>Reputational damage [select] - Hackers stole customer data (names, addresses, credit card info) by exploiting vulnerabilities. The company was initially fined £183M under GDPR. The breach caused a big hit to brand reputation, customer trust and resulted in a number of legal claims.</p> <p>Next</p>				
VO script:	N/A				
Slide no.	14	Title: Consequence 5: Operational disruption	Interactivity:	<ul style="list-style-type: none"> - Flashcard click to flip - Next button (once flip selected) 	

Slide Visual 1:	<p style="text-align: center;">Consequences</p> 		Slide Visual 2:	<p style="text-align: center;">Consequences</p> 	
OST:	<p>Operational disruption [select] - Hackers via phishing compromised up to 113,000 employees' data (including financial, identity details). Systems (hundreds) were affected - IT and operations were disrupted.</p> <p>Next</p>				
VO script:	N/A				
Slide no.	15	Title: What to do?	Interactivity:	N/A	
Slide Visual:	<p style="text-align: center;">What to do?</p> 		Additional notes:	N/A	
OST:	What to do?				
VO script:	But there's no point crying over spilt data, let's consider what Jade needs to do next to safeguard customer personal data, the company and herself.				
LESSON 4					
Slide no.	16	Title: Correct Response to Data Breach	Interactivity:	N/A	

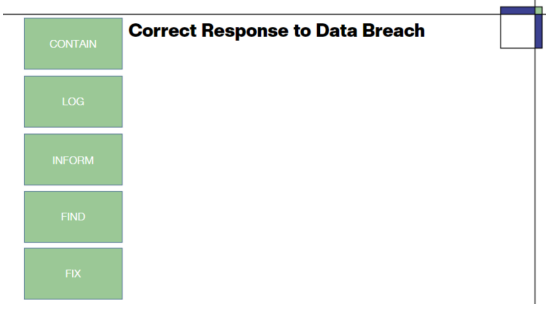
Slide Visual:		Additional notes:	N/A
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OST:	Correct Response to Data Breach
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VO script:	So, what can Jade do to minimise damage from her error, and to avoid similar incidents in the future? In lesson 4 we will focus on the response to a data breach.
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Slide no.	17	Title: The correct response	Interactivity:	- select 5 buttons to read more
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Slide Visual:		Additional notes:	Each button opens a pop-up layer with further information.
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OST:	<p>Correct Response to Data Breach</p> <p>Contain [select] - Containing the breach means a number of things. Firstly, recover the data wherever possible. For example, if the data is held in a USB stick or laptop, retrace your steps to see whether the device can be located. Likewise, if you need to contain a cyber attack, change all passwords and make sure your colleagues do the same. These measures will hopefully mean that whatever the breach was, it won't be getting any worse from this point on.</p> <p>Log [select] - You might end up not needing to report it, but start a log anyway, to record what happened, who is involved and what you're doing about it.</p> <p>In your log, write down facts about the incident as you uncover them. This could be things like what happened and why, how many people were involved, a timeline of when it all happened, and what actions you've taken so far.</p> <p>Inform [select] - If the breach is likely to put any individual's rights and freedoms in danger, you have to notify the Data Protection Authority (DPA) asap, and at the latest within 72 hours of discovering the breach. If you miss this deadline, you will also need to include reasons for the hold up.</p>
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Find [select] - Once the dust has settled a little, it's time to find the reason why this breach occurred and make sure it can't happen again. It might be due to human error, or there's also a chance that it was caused by a systemic issue in the company.

Fix [select] - Now that you've established what happened, tried to contain the breach and assessed the risk of harm to those who have been affected, your next step is to do what you can to protect them further.

Depending on the circumstances, this may include advising people to use strong, unique passwords, or telling them to look out for phishing emails or fraudulent activity on their accounts. Another solution may be training for the team or, if the problem stems from a systemic failure, a tweak in the way the company handles data.

VO script: First, contain the breach.
Next, log your actions.
Inform relevant authorities within the time limit.
Find the cause of the issue.
Fix it so the breach cannot happen again.
Please select each step to learn more.



Slide no.	18	Title: CLIFF	Interactivity:	N/A
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Slide Visual:		Additional notes:	Motion paths: 5 buttons from previous slide shift from vertical to horizontal alignment beneath title. Once complete, letters of CLIFF fade in beneath.
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OST:
Correct Response to Data Breach
Contain / Log / Inform / Find / Fix
C / L / I / F / F

VO script: CLIFF is a handy acronym to help you remember the correct order to a response.




Slide no.	19	Title: Drag and drop knowledge check	Interactivity:	<ul style="list-style-type: none"> - 5 options to drag into order. - Hint button. - Submit button. - Done button (hint layer)
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Slide Visual:	<p style="text-align: center;">Drag & Drop Knowledge Check </p> <div style="display: flex; justify-content: space-around; margin-bottom: 10px;"> <div style="border: 1px solid black; width: 40px; height: 40px; text-align: center; line-height: 40px;">1</div> <div style="border: 1px solid black; width: 40px; height: 40px; text-align: center; line-height: 40px;">2</div> <div style="border: 1px solid black; width: 40px; height: 40px; text-align: center; line-height: 40px;">3</div> <div style="border: 1px solid black; width: 40px; height: 40px; text-align: center; line-height: 40px;">4</div> <div style="border: 1px solid black; width: 40px; height: 40px; text-align: center; line-height: 40px;">5</div> </div> <div style="display: flex; justify-content: space-between; margin-bottom: 10px;"> <div style="border: 1px solid black; padding: 5px; width: 15%;">Train colleagues in password security.</div> <div style="border: 1px solid black; padding: 5px; width: 15%;">Start noting down your actions.</div> <div style="border: 1px solid black; padding: 5px; width: 15%;">Review procedures for weak points.</div> <div style="border: 1px solid black; padding: 5px; width: 15%;">Get all colleagues to change passwords on all accounts.</div> <div style="border: 1px solid black; padding: 5px; width: 15%;">Contact the DLA if necessary.</div> </div> <div style="text-align: center;">Submit</div>	Additional notes:	Correct answer order shown in OST brackets
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OST:	<p>Drag & Drop Knowledge Check</p> <p>Train colleagues in password security (5) Start noting down your actions (2) Review procedures for weak points (4) Get all colleagues to change passwords on all accounts (1) Contact the DLA if necessary (3)</p> <p>Submit</p>
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VO script:	Using the CLIFF response steps, please order these possible measures taken in response to a cyberattack on a company.
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Hint Layer OST:	<p>CLIFF: Contain Log Inform Find Fix Done</p>	Hint layer visual:	
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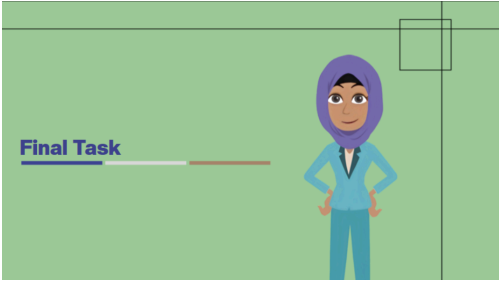
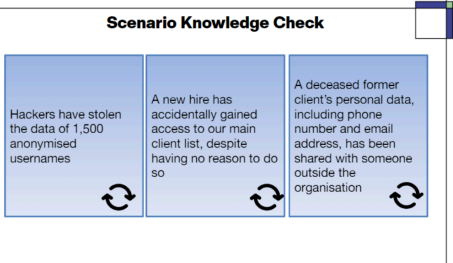


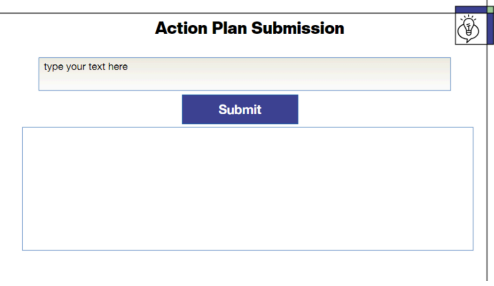
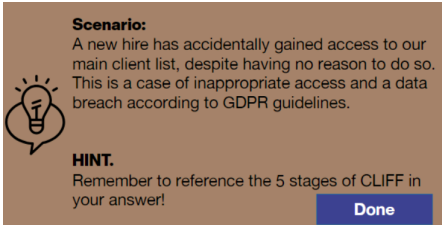
Slide no.	20	Title: Jade's first step	Interactivity:	Three options to select from. Each opens a video layer with answer.
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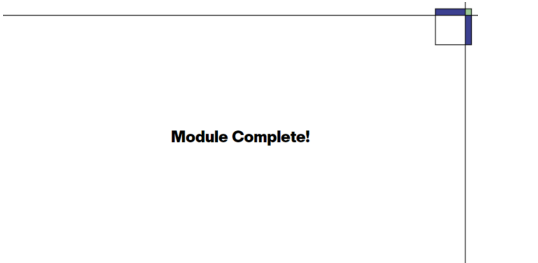
Slide Visual:	<p style="text-align: center;">Jade's first step</p> <div style="display: flex; align-items: center;">  <div style="border: 1px solid #4a7ebb; padding: 5px; width: 100px;">Action A: Inform customers of the error</div> <div style="border: 1px solid #4a7ebb; padding: 5px; width: 100px; margin-top: 10px;">Action B: Open an incident report into the breach</div> <div style="border: 1px solid #4a7ebb; padding: 5px; width: 100px; margin-top: 10px;">Action C: Ensure no further breaches are possible</div> </div>	Additional notes:	Action C is the correct option and will result in progression to the next slide.
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OST:	Jade's first step
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	<p>Action A: Inform customers of the error Action B: Open an incident report into the breach Action C: Ensure no further breaches are possible</p>			
VO script:	<p>Now that we have a framework to help us deal with data breaches when they happen, what would be the best first step for Jade to follow?</p>			
Action A video inset script:	<p>This course of action leads to 400 emails from customers demanding information on solutions which Jade does not currently have.</p>			
Action B video inset script:	<p>While Jade is doing this, another email she has queued is sent out incorrectly using CC rather than BCC, adding a further 300 customers to the list of affected.</p>			
Action C video inset script:	<p>Jade reviews her other scheduled emails, realising that several others also used cc instead of bcc. She is able to change them and contain the breach.</p>			
Slide no.	21	Title: Jade's resolution	Interactivity:	- Play / pause / rewind / fast forward
Slide Visual:	 <p>The slide shows an office environment with several people at desks. A video player interface is overlaid on the left side of the slide, featuring a play button, a pause button, a fast forward button, and a rewind button. The title 'Jade's Solution' is at the top, and a 'LOG' button is visible. A small caption at the bottom of the slide reads: 'Jade details the incident in the company register.'</p>		Additional notes:	N/A
OST:	<p>Jade's Solution</p>			
VO script:	<p>After containing the data breach, Jade goes on to follow the other CLIFF response action points.</p>			
VO script (video):	<p>Jade details the incident in the company register, as well as all steps taken to contain the breach. As customers could be impacted by this breach, Jade informs the DPA of: The nature of the breach The contact details of VerityX's Data Protection Officer Possible consequences of the breach Steps which have been taken or proposed to combat the issue Jade and her supervisor identify the issue for this breach was her own lack of knowledge Jade completes training on email security to avoid future breaches.</p>			

LESSON 5				
Slide no.	22	Title: Final Task	Interactivity:	N/A
Slide Visual:			Additional notes:	N/A
OST:	Final Task			
VO script:	Now that we have seen Jade's solution to her mistake, in this final task, we will react to a data breach of our own. Please select next to begin.			
LESSON 5				
Slide no.	23	Title: Scenario Knowledge Check	Interactivity:	- Select to flip 3 cards to choose correct scenario
Slide Visual:			Additional notes:	The middle scenario is correct
OST:	<p>Scenario Knowledge Check</p> <ul style="list-style-type: none"> - Hackers have stolen the data of 1,500 anonymised usernames [select] While not ideal, this would not be a data breach, since the usernames are untraceable to the individuals. - A new hire has accidentally gained access to our main client list, despite having no reason to do so [select] Yes! This would be an example of inappropriate access & a data breach according to GDPR guidelines. - A deceased former client's personal data, including phone number and email address, has been shared with someone outside the organisation [select] This is not great, and suggests some issues with how the team handles data, but is not a data breach since the former client is no longer living. 			
VO script:	First, choose the situation which GDPR guidelines would term a data breach.			
LESSON 5				

Slide no.	24	Title: Scenario Plan Task	Interactivity:	<ul style="list-style-type: none"> - Type answer into text box. - Submit button - Hint button - Finish Module! button - Done button (hint layer)
Slide Visual:			Additional notes:	The Finish Module! button appears once the learner has submitted an answer
OST:	<p>Action plan submission</p> <p>Type your text here</p> <p>Submit</p> <p>Finish Module!</p>			
VO script:	<p>Now we know the scenario that we are responding to! Next, using the steps in our CLIFF acronym, write a short response to the situation. Once you have finished, submit your answer for feedback. You can resubmit your answer as many times as you like and receive feedback each time. You should aim for at least a 3 out of 5 score.</p>			
Hint layer OST:	<p>Scenario: A new hire has accidentally gained access to our main client list, despite having no reason to do so. This is a case of inappropriate access and a data breach according to GDPR guidelines.</p> <p>Hint: Remember to reference the 5 stages of CLIFF in your answer!</p> <p>Done</p>	Hint layer visual:		
Slide no.	25	Title: Module Complete	Interactivity:	N/A

Slide Visual:	 <p data-bbox="443 331 587 353">Module Complete!</p>	Additional notes:	N/A
OST:	Module Complete!		
VO script:	Congratulations on finishing this module on GDPR training! If you would like to look deeper into the content of this unit, please check out the links in the resources tab.		