

eIDAS regulations breach notification form

Incident

**Please describe the incident the incident**

**How long did the incident last for?**   hours

This is the time span between when the service started to degrade and when the service was available again to the end-user, or simply the length of time the end-user was unable to use the service.

**What percentage of subscribers were/are affected:**   %

**Year:** Select year...

Impact

**What personal data was/is impacted?**

**How many subscriptions were/are impacted?**

**Was there/ is there a cross border impact?**

****

**Services affected**

Please select all applicable

|  |  |
| --- | --- |
|  | creation of (qualified) certificates for electronic signatures |
|  | validation of (qualified) certificates for electronic signatures |
|  | creation of (qualified) certificates for electronic seals service |
|  | validation of (qualified) certificates for electronic seals service |
|  | creation of (qualified) certificates for electronic time stamps |
|  | validation of (qualified) certificates for electronic time stamps |
|  | creation of (qualified) certificates for electronic registered delivery services |
|  | validation of (qualified) certificates for electronic registered delivery services |
|  | creation of (qualified) website authentication certificates |
|  | validation of (qualified) website authentication certificates |
|  | creation of signatures service |
|  | verification of signatures service |
|  | creation of seals service |
|  | verification of seals service |
|  | creation of electronic timestamps service |
|  | verification of electronic timestamps service |
|  | creation of electronic registered delivery services |
|  | verification of electronic registered delivery services |
|  | preservation of electronic signatures service |
|  | preservation of electronic seals service |
|  | preservation of certificates |

**What asset types were/are affected?**

Please select all applicable

|  |  |
| --- | --- |
|  | certification authority (CA) platform |
|  | validation authority (VA) platform |
|  | time stamping authority (TSA) platform |
|  | registration authority (RA) platform |
|  | generation and validation of signatures/seals platform |
|  | preservation of signatures/seals platform |
|  | registered delivery service platform |
|  | network platform |
|  | archive |
|  | hardware |
|  | software |
|  | other |

**Category of impact**

|  |  |  |
| --- | --- | --- |
| confidentiality | integrity | availability |

**Impact on assets**

****

**Trust service concerned**

****

Causes

**Root cause**

Please select all applicable

|  |  |
| --- | --- |
|  | human error |
|  | system failures |
|  | natural phenomena |
|  | malicious actions |
|  | third party failures |

**Detailed causes**

Please select all applicable

|  |  |
| --- | --- |
|  | human error |
|  | system failures |
|  | natural phenomena |
|  | malicious actions |
|  | third party failures |
|  | detailed causes |
|  | denial of service attack |
|  | malware and viruses |
|  | theft or loss of equipment |
|  | theft or loss of data |
|  | power cut |
|  | hardware failure |
|  | software bug |
|  | faulty hardware change/update |
|  | faulty software change/update |
|  | tampering of personal data |
|  | eavesdropping |
|  | cryptanalysis |
|  | overload |
|  | policy or procedure flaw |
|  | security shut down |
|  | other |

Actions

**What actions have you taken?**

**What lessons have you learned?**

**What mitigating security measures have you put in place?**

Notifications

Please select all applicable

|  |  |
| --- | --- |
|  | other authorities notified, nationally |
|  | other authorities notified, abroad |
|  | customers affected notified |
|  | public informed |
|  | information disclosure by supervisory body under freedom of information legislation |

Next steps

Sending this form

Please send your completed form to [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk), with ‘eIDAS incident notification form’ in the subject field. Please note that we cannot guarantee security of forms or any attachments sent by email.

What happens next?

When we receive this form, we will contact you within seven calendar days to provide:

* a case reference number; and
* information about our next steps.

If you need any help in completing this form, please contact our helpline on  
0303 123 1113 (operates 9am to 5pm Monday to Friday).