



THE
**CYBER
RESILIENCE
CENTRE**
FOR THE NORTH WEST



Emergency Contact List: Cyber Incident Response

nwcrc.co.uk

In partnership with



Emergency Contact List:

Cyber Incident Response

Emergency Services (Police England)

101 non-emergency | 999 emergencies

Report cyber crime and fraud to Action Fraud:
<https://www.actionfraud.police.uk>

Internal Contacts

IT team and cyber security support

Website: _____

Landline: _____

Mobile: _____

Key Contact: _____

External managed service provider

Email: _____

Phone: _____

Key Contact: _____

Account details: _____

Incident Response Team / Provider

Email: _____

Phone: _____

Key Contact: _____

Cloud service provider

Email: _____

Phone: _____

Key Contact: _____

Account details: _____

CISO / Technical Lead

Email: _____

Phone: _____

Key Contact: _____

Insurance company

Website: _____

Landline: _____

Mobile: _____

Key Contact: _____

Policy number: _____

Bank

Landline: _____

Mobile: _____

Email: _____

Relationship Manager: _____

Account number: _____

Key People (Managers / Staff / Emergency contacts)

(Include details of two or more staff members per group and two methods of contact)

Senior / Executive Management

Landline: _____

Mobile: _____

Email: _____

Legal

Landline: _____

Mobile: _____

Email: _____

Human Resource

Landline: _____

Mobile: _____

Email: _____

Public Relations

Landline: _____

Mobile: _____

Email: _____

Crisis Management / Business Continuity

Landline: _____

Mobile: _____

Email: _____

Finance Team

Landline: _____

Mobile: _____

Email: _____

**Key Suppliers
(Services / Stock / Equipment Raw materials)**

Landline: _____

Mobile: _____

Email: _____

Customers contacts (Capture separately if preferable)

Landline: _____

Mobile: _____

Email: _____

Reporting Externally

Information Commissioners Office
(GDPR – Data Breach / NIS)

You must report a notifiable breach to the ICO without undue delay, but not later than 72 hours after becoming aware of it.

To report a breach to ICO visit:
<https://ico.org.uk/for-organisations/report-a-breach/>

ICO helpline: 0303 123 1113
(operates 9am to 5pm Monday to Friday)

Regulators

Website: _____

Landline: _____

Email: _____

Funders (if applicable)

Website: _____

Landline: _____

Email: _____

Other

Website: _____

Landline: _____

Email: _____

Other Useful Contacts

Emergency response contractor

Website: _____

Landline: _____

Mobile: _____

Telephone provider

Website: _____

Landline: _____

Mobile: _____

Account number: _____

Electricity – (24hr faults)

Website: _____

Landline: _____

Mobile: _____

Account number: _____

Shut off location: _____

Neighbouring / Supporting Business

Website: _____

Landline: _____

Mobile: _____

Other

Website: _____

Landline: _____

Email: _____

Gas – (24hr emergency)

Website: _____

Landline: _____

Mobile: _____

Account Number: _____

Shut off location: _____

Water – (24hr)

Website: _____

Landline: _____

Mobile: _____


Account number: _____

Shut off location: _____

Designed by

Agent.



 Cyber Resilience Centre
Manchester Technology Centre
Oxford Rd
Manchester
M1 7ED

 0161 706 0940

 info@nwcrcc.co.uk

 nwcrcc.co.uk

 [@northwestcrrc](https://twitter.com/northwestcrrc)

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