

Incident Response Policy

Owner	Priya Venkataram
Document version	1.0
Proposed by	Priya Venkataram (administrator), 17 Sep 2026, 09:00 UTC
Approved by	Tomas Achebe (reviewer), 17 Sep 2026, 09:22 UTC
Automatic check	Passed: the rule checks and the AI review found no issue
Next review	17 Sep 2027

Purpose

When something goes wrong, we find out fast, limit the harm and tell the right people on time.

Scope

Any event that could harm customer data, our systems or our service.

Rules

1. Anyone who suspects an incident posts in the security channel straight away.
2. The Head of Security decides within one hour whether it is an incident and names an incident lead.
3. The lead keeps a timeline: what happened, when we knew and what we did.
4. If customer personal data may be affected, the CEO decides within 24 hours whether the customer and the regulator are told, and the notice goes out within 72 hours of us becoming aware.
5. Within five working days the lead writes a short review: cause, fix and what changes.
6. Once a year the team rehearses a realistic incident.

Ownership and review

Owner: Priya Venkataram (Head of Security). Reviewed every 12 months and after every incident.

Log entry 113 of Verification/events.jsonl

Entry hash (SHA-256) 12ba354394d9d5c29914a353304398c08725200ad88a133fcacfe55d87b776d2