



# Cyber and Data Breach Management in Travel

5 February 2020 • America Square Conference Centre, 1 America Square, London, EC3N 2LB

## Agenda

09:30 **Registration, tea and coffee**

10:00 **Welcome from the moderator**

**John de Vial**, Director of Financial Protection and Financial Services, **ABTA**

### Preparing for a data breach

10:05 **Keynote: the current threat landscape**

- Update on current common threats and vulnerabilities
- Representative from the National Cyber Security Centre (NCSC)**

10:20 **Setting the scene and introducing the scenario**

*The sessions from the day are based on a fictional travel data breach scenario.*

**John de Vial**, Director of Financial Protection and Financial Services, **ABTA**

10:25 **Knowing your data**

- Data auditing
- Accountability
- Staff awareness and education

**Stuart Parker**, Head of Operations and Delivery, **ABTA**

11:00 **Technical and software protection**

- What technology and tools can you use to protect your systems and data?
- Top tips and guidance

**Vipul Asher**, Privacy Consulting Manager, **OneTrust**

11:20 **Tea and coffee break**

### Incident investigation

11:50 **Welcome back and scenario update**

**John de Vial**, Director of Financial Protection and Financial Services, **ABTA**

11:55 **Incident investigation**

- Your initial response planning team
- Breach or incident?
- Physical vs cyber
- Internal notification process – declaring and reporting

**Stuart Parker**, Head of Operations and Delivery, **ABTA**

12:20 **Risk assessment**

- What type of data is involved?
- Who is affected?
- What are the wider consequences?

**Simon Blanchard**, Senior Associate, **Opt-4**

12:40 **Planning your response and recovery**

- Involving your wider response team
- Timeframes
- Executing your business continuity plan and disaster recovery plan
- Assessing the technical measures required

**Jim Steven**, Head of Data Breach Services, **Experian UK**

13:10 **Lunch break**

### Responding to a breach

14:00 **Data breaches: legal and processes**

- Internal processes
- Legal requirements
  - GDPRs
  - Timelines
  - Notifications; insurers, ICO, data subjects
- Evaluation and applying ICO actions

**Debbie Venn**, Partner, **DMH Stallard**

14:30 **Protecting your reputation in the wake of a data breach**

- Protecting brand reputation
- Communicating to wider stakeholders and customers
- Working with the media

**Representative from Finn Partners**

14:55 **Creating the incident plan**

- Guide to what to include in your plan
- Processes and reporting

**Stuart Parker**, Head of Operations and Delivery, **ABTA**

15:30 **Tea and coffee break**

16:00 **Industry case study: data incident planning**

**Miles Briggs**, Data Protection Officer, **TUI UK & Ireland**

### Post-breach

16:15 **Panel discussion: dealing with the consequences**

- Lessons learnt
- Claims
- Suffered losses
- What to do if you didn't have the correct protection in place

Moderator: **John de Vial**, Director of Financial Protection and Financial Services, **ABTA**

**Debbie Venn**, Partner, **DMH Stallard**

**Stuart Parker**, Head of Operations and Delivery, **ABTA**

16:45 **Close of seminar**

### Co-sponsors



**DMH Stallard**



### Headline sponsor

**OneTrust Privacy**

PRIVACY MANAGEMENT SOFTWARE

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## About the event

Attend ABTA's practical training day to learn how to effectively prepare for, manage and respond to data breaches and cyber attacks. Ensure you have the right cyber incident response processes in place and hear the steps you can take to limit the damage to your business and brand reputation.

ABTA's one-day course provides the tools you need to ensure your business is prepared and able to report quickly and efficiently should you suspect you have suffered a breach. You should have robust breach detection, investigation and internal reporting procedures in place in order to respond.

With an updated agenda based around an evolving simulation of a real life scenario, this event is designed to walk you through the steps to take as a data incident unfolds. The scenario will begin with business as usual and data auditing before taking you on the journey from incident investigation to response.

The travel industry holds a vast amount of personal and sensitive data, making travel businesses especially vulnerable to cyber attacks and data breaches. A breach can be a result of an internal error or external attack. For certain types of data breaches, companies now under the GDPR have a duty to report to the Information Commissioner's Office within 72 hours of becoming aware.

Do you know what data your company holds? Do you know what the correct processes are? Are you able to locate the affected data and identify the risk to your business and data subjects? Do you know who from your company needs to come together as your response team? Can you inform data subjects easily? What is your response plan and how do you ensure that business can be maintained?

This annual event is designed to answer the above questions and equip attendees with the tools they need to plan for, respond to, and recover from a cyber or data breach. Hear guidance from, and put your questions to legal, industry, cyber, communication and ABTA experts.

## Benefits of attending

- Ensure you are ready and have the **correct processes in place for a data breach**
- Learn what the **most common threats** are and how to educate staff to spot the signs
- Get to grips with the **steps you need to take should you suspect that you have suffered a cyber attack** or data breach
- Understand how to **protect your business' reputation** and continue business as normal after an attack
- Take part in a **simulated scenario** and walk through the various stages of data breach management
- Get top tips for **how to respond to a breach**, whatever your business size
- **Network with peers** from the travel industry and discuss common challenges and solutions

## Prices

ABTA/Member partner **£235 plus VAT**  
Non-Member/Partner\* **£355 plus VAT**

*\*To qualify for the ABTA Member/Partner discount you must have a current ABTA Member/Partner number or your application must be in progress when the event takes place. For details on becoming an ABTA Member or Partner visit [abta.com/join](http://abta.com/join)*

For information on sponsorship and exhibition opportunities please contact **Matt Turton** on **020 3693 0194** or email [mturton@abta.co.uk](mailto:mturton@abta.co.uk)

## Who should attend?

The event is ideal for anyone interested in learning more about or involved in the management of data breaches, including large and small travel businesses:

- Directors, CEOs and senior managers
- Legal and compliance teams
- IT teams
- Security teams
- Operations teams.

## Register now

You can book online and pay by credit card or request an invoice. Visit [abta.co.uk/abtaevents](http://abta.co.uk/abtaevents) to book.

You can view our terms and conditions on the event webpage at [abta.com/eventstermsandconditions](http://abta.com/eventstermsandconditions)

## Group booking discounts

Book **three places** and get **50% off the third place**

*This discount will be automatically applied when you book online.*

**If you are looking to book for a larger group please contact [events@abta.co.uk](mailto:events@abta.co.uk) for a bespoke discount.**

## Upcoming events

### Email Marketing in Travel

26 February 2020, London

### Travel Finance Conference

10-11 March 2020, London

### Travel Law Seminar

20-21 May 2020, London