



Template for Notifying Data Subjects of a Personal Data Breach

How to use this template

This template aims to assist organisations when notifying affected data subjects about a personal data breach. Note that, the content of each notification will depend on the circumstances. Organisations should not simply stick to the content of this template. They should decide to change and add further information as required – such as by expressing their regret or apologies in whatever way they feel is appropriate.

[Your Organization's Name]
[Address]
[City, Country]
[Email Address]
[Phone Number]
[Date]

[Recipient's Name]
[Recipient's Address]
[City, Country]

Subject: Important Information Regarding a Personal Data Breach Incident

Dear [affected data subject's name],

We are writing to let you know about a recent personal data breach that involved some of your personal data. This letter will explain what happened, how we have responded and what it means for you.

What Happened?

On [insert date], we discovered that [briefly describe how the personal data breach occurred, e.g., our systems were accessed by an unauthorized third party, leading to the exposure of certain personal data]. We took immediate steps to contain the situation and began an investigation to understand the full extent of the breach.

Note that, this section should be detailed so the data subject has a good understanding of what occurred and why what occurred is considered a personal data breach. The language should be clear and tailored such that a layperson with no technical experience can understand the nature of the breach.

What Personal Data was Involved?

The following personal information may have been compromised:

[List the types of data affected, e.g., full name, contact information, identification number, financial information, etc.]

Please note that [specify any personal data not affected, if applicable, e.g., your payment information was not affected].

What Are We Doing in Response to the Breach?

Describe the steps you have taken or are intending to take to contain the breach and minimise any potential harm. Also, describe the steps you have taken or are intending to take to reduce the likelihood of similar incidents occurring in the future. E.g:

Containment: We have secured our systems and are working with cybersecurity experts to prevent further unauthorized access.

Investigation: We are conducting a thorough investigation to determine the full scope of the breach.

Notification: We have notified the relevant authorities, including the Personal Data Protection Commission (PDPC) of Tanzania, as required by law.

Support: We are offering [specify any support or services provided, e.g., free credit monitoring, identity protection services, etc.].

What Can You Do?

To protect your personal data, we recommend that you take the following steps [List specific recommendations for the data subject, e.g.,]

Monitor Your Accounts: Regularly check your financial accounts, statements, and credit reports for any unusual activity.

Change Your Passwords: If your login credentials were affected, we strongly encourage you to change your passwords and use strong, unique passwords for your accounts.

Be Vigilant: Be cautious of phishing emails or calls that ask for your personal information.

Who to Contact for More Information?

If you have any questions or need further assistance, please do not hesitate to contact us:

Email: [Your Contact Email]

Phone: [Your Contact Phone Number]

Address: [Your Contact Address]

Makulu Street, 10 UCSAF Road, P.O Box 1105, 41107 DODOMA, Phone: +255 743 699 996

email: dg@pdpc.go.tz, Website: www.pdpc.go.tz

Facebook: [pdpc.tz](https://www.facebook.com/pdpc.tz), Twitter/X: [pdpc_tz](https://twitter.com/pdpc_tz), Instagram: [pdpc.tz](https://www.instagram.com/pdpc.tz)

“Your Privacy is our Commitment”

We sincerely apologize for any concern or inconvenience this may have caused. We are committed to protecting your privacy and will continue to update you as we learn more about this incident.

Thank you for your understanding.

[Your Name]

[Your Title]

[Your Organization's Name]