

Conclusion

Responsible action

Do not share work documents or discuss work cases using tools or apps that are not authorized by Zurich.

Impact of data incidents and breaches

The impact of a data breach on customers can be devastating, compromising their mental and physical health, and potentially causing some financial harm.

The impact of a data breach on Zurich could be heavy, including financial and operational sanctions and a loss of standing within the eyes of the public and the sector.

Reporting

Report any data incidents immediately and follow your local handling and reporting process. Report all incidents - even if seemingly small or inconsequential; they could turn out to have a broader reach than is sometimes obvious.

