



WHAT TO DO IN THE EVENT OF A CYBERATTACK?

1 **Disconnect from the network** all infected computers, as well as external disks and other connected terminals.

2 **Contact external service providers specialised in neutralising cyberattacks.** You may resort to contacting your **insurance provider**. The French National Cybersecurity Agency (ANSSI) also provides a list of recognized service providers.

3 **File a complaint** to the national police force or to the neighbourhood police station. You may also write to the Prosecutor of the French Republic to the relevant Court of First Instance. **Specialised services will then take over the investigation.**

4 If your **personal data** was stolen, **warn the National Commission of Information Technology and Liberties (Cnil)** within the next 72h.



5 If you are an **operator of critical importance** warn the **ANSSI** shortly.

6 You may also **report the event** via the **"Pharos"** platform or the dedicated phone number: 0811 02 02 17.

7 In parallel, and if necessary, you may formulate a communication plan to reassure your clients and shareholders.

AND AFTER?

Visit the **CYBERMALVEILLANCE.GOUV.FR** website. It can **put you in relation with nearby IT service providers in order to recondition and securitise your information system.**

Once the incident is over, adopt **precautionary measures**:

- Regular software back-ups and updates
- Securitisation of your internet access terminal
- Subscription to a specialised insurance contract