

Experian IdentityWorks (Global)

Alerting individuals when their Personally Identifiable Information (PII) is found online

How do we help organisations and their customers/employees?

As the threat of data breaches increases so too are the associated expectations from consumers. In a recent survey carried out by Experian, 59%* of customers would expect an organisation to provide advice and support on what to do in the event of a data loss or incident.

Organisations have an opportunity to prepare, in advance of a data breach and determine how they would notify individuals and what remediation they could offer to help the individual protect themselves from becoming a Victim of Fraud.

How does the Experian IdentityWorks Global service work?

Our global dark web monitoring service enables you to provide a remediation service to your customers/employees following the theft, loss or disclosure of their personally identifiable information (PII). This is an important step in illustrating the importance the organisation places on such an incident and its commitment to taking reassuring action.

The Experian IdentityWorks Global service alerts the individual when their PII has been found online, ensuring the individual can take appropriate action to protect their identity. Individuals will receive a unique activation code and be asked to follow a simple registration process. Following this process individuals, can enter their PII.

If an individual's PII is found on the dark web they will be alerted by email or text advising them to sign in and check their account. Once the customer logs into the service they will be presented with a report which explains what information has been found. In addition, an education centre is provided to help them consider the most appropriate steps they could take to protect themselves.

What personal information is monitored?

Experian IdentityWorks Global monitors the dark web, to find specified personally identifiable information. For example, phone number, email address, passport number, and credit/debit card number.



We are continually expanding this service into new countries and reviewing in line with new legislation the suitability of the existing portfolio. Local data protection and/or privacy legislation is a key consideration taken into account when agreeing to supply this service to individuals.

“Experian have helped many organisations and their customers and employees in the event of data loss. We understand how important it is to be able to offer support to individuals affected. Having the ability to monitor where your Personally Identifiable Information is held online can potentially reduce the chances of becoming a Victim of Fraud in the future.”

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What languages can I view the service in?

Individuals enrolling in the service can view content in the following languages. Canadian, English, French, Italian, German, Portuguese and Spanish.

Easy steps to enrolment

When enrolling for this service the following simple steps are taken to complete the enrolment process:

1. Select the desired language from the available options;
2. Populate the compulsory fields, including: Activation code, name and email address alongside creating account login details;
3. Tick the service terms and conditions and privacy policy box;
4. Individuals can then create their account by clicking the "Create Account" button.

How long from the date of enrolment will individuals receive the service?

Our standard service length runs for twelve (12) months from the date of enrolment. At the end of this period individuals who have signed up will be notified via email 30 days prior to the end of their service outlining their complimentary period is due to end. They will also receive a further email once their service has ended to confirm the service has now ceased.

For more information please contact us

breachresponse@experian.com

www.experian.co.uk/databreach

“Experian IdentityWorks Global continuously monitors the web, to immediately detect and alert individuals should their personal and financial information be found online.”



Additional services:

Data breach response:

- Dedicated Account Manager
- Data quality check
- Comprehensive printing fulfilment
- Management Information Reporting
- FAQ library development
- Call centre support experts
- Multilingual call centre experts
- Specialist data breach specialists

Registered office address:

**The Sir John Peace Building, Experian Way,
NG2 Business Park, Nottingham, NG80 1ZZ**

*Experian commissioned ComRes between the 9th -16th January 2017. View whitepaper Data Breach response: readiness vs reality here

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