



# Experian IdentityWorks Global

Web monitoring: Alerting individuals when their Personality Identifiable Information (PII) is found online

## How do we help organisations and their customers/employees?

As the threat of data breaches increases so too is the expectation from consumers that businesses will help, support and reassure them directly. Consumers are looking to businesses to provide advice and support on what to do if their personal information has been compromised.

### 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, first name, last name, email address, phone number, debit card and credit card number (max of two), driving licence number, passport number, National Insurance number, IBAN (International bank account number).

### What are the approved countries for IdentityWorks (Global)?

Australia, Austria, Brazil, Canada, Denmark, Finland, France, Germany, Hong Kong, India, Ireland, Italy, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Portugal, Singapore, Spain, South Africa, Sweden, Switzerland, Turkey, United Kingdom, United States, Puerto Rico, Guam and US Virgin Islands.

“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.”

## Experian IdentityWorks Global

### What languages can I view the service in?

Individuals enrolling in the service can view content in the following languages: Danish, Dutch, English, Finnish, French Canadian, French European, German, Italian, Norwegian, Spanish, Swedish, Turkish, Portuguese, and Polish.

**Please note:** 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.

### 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. Individuals must be 18 years or over to use this service.

## 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.

For more information  
please contact us

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[www.experian.co.uk/databreach](http://www.experian.co.uk/databreach)



### Data Breach/Crisis Response Services:

- Letter Notification Service
- Email Notification Service
- SMS Notification Service
- Frequently Asked Questions library
- Call Centre Support (Multi-Lingual)
- Live Web Chat Service
- Email Response Service
- Data Quality Check
- Crisis Response Services
- Credit/Web Monitoring Services
- Management Information Reporting

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