

INCIDENT RESPONSE POLICY

PURPOSE

The purpose of this policy is to provide a framework for responding to unauthorized access to the network and the theft, loss or compromise of consumer information, including financial information, collectively known as incidents.

SCOPE AND RESPONSIBILITY

Management shall appoint an Incident Response Team. This team and each member's role shall be documented in Appendix A to this policy, Incident Response Team Contact List.

Management shall develop a specific incident response plan tailored to the needs of the business.

Anyone discovering or suspecting a breach or unauthorized access to consumer information shall notify the head of the Incident Response Team immediately.

If the head is not available, his/her designee is to be notified immediately.

POLICY STATEMENT

The following items are considered incidents:

- Theft or loss of paper records containing personal/financial information.
- Theft or loss of electronic media or devices containing personal/financial information.
- Discovery of any unauthorized users.
- Destruction or compromise of computers or network equipment.

If a breach is discovered or suspected, take immediate action as follows:

- Remove the affected computer from the network by disconnecting its cable.
- Do not turn the machine off, log on to it or modify it in any way.
- Notify your immediate Supervisor and email Vocodia's CFO.
- Identify the path of the breach and block it, if possible.
- Preserve all logs and data.
- Log all actions taken in Appendix B: Breach Log.

Incident Response Team actions.

- Determine the extent of the breach.
- Notify your immediate Supervisor and regulatory compliance counsel.
- Make required notifications according to local, state and federal laws and 3rd party services contract.

RECORDS

- Incident Response Policy Appendix A: Incident Response Team Contact List
- Incident Response Policy Appendix B: Breach Log

CONSEQUENCES

Employees who violate this policy may be subject to disciplinary action for misconduct and/or performance based on the administrative process appropriate to their employment. Vendors, Affiliates and other 3rd Parties may also be subject to the discontinuance of specified Information Technology services based on the policy violation.

CONTACT:

Name: _____

E-mail: _____

Telephone: _____

APPROVED BY: BRIAN PODOLAK, CEO

APPROVED ON: APRIL 1, 2024

EFFECTIVE ON: APRIL 1, 2024

REVIEW CYCLE: SET FOR RENEWAL ON 4/1/2025 (OR AS NEEDED)

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Appendix A

INCIDENT RESPONSE TEAM CONTACT LIST

Name	Title	Phone	Email
James Marcellino	EVP of Operations		james@vocodia.com
Brian Podolak	CEO		brian@vocodia.com
Ross Carmel	General Counsel		rcarmel@srfc.law

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Appendix B

BREACH LOG

Date of discovery: ____/____/____

Actions taken: (note date and time of each action)

Date of discovery: ____/____/____

Actions taken: (note date and time of each action)
