

Working with the NCSC during a cyber security incident

Who we are and how we can help

The National Cyber Security Centre (NCSC) provides guidance and resources to help UK organisations and people manage their cyber security.

If your organisation experiences a significant cyber incident, we may be able to provide advice and support. We prioritise incidents on networks of national significance which could impact wider UK interests.

What happens when an organisation reports an incident to us?

Triage

We triage all incidents reported to us and categorise them according to severity. This determines our response and directs our resources towards the most significant threats.

We may contact you to find out more information if we need it.

Managing the incident

Incidents categorised as 'significant' are assigned a lead in the NCSC incident management team.

They work directly with the affected organisation and will organise a tempo of meetings suited to the severity of the incident.

We then use our extensive experience of managing incidents to provide you with insight, tailored support and context.

How do we handle your information?

We respect your confidentiality and hold your information securely. The NCSC is exempt from the disclosure requirements of the Freedom of Information Act 2000.

We won't share details with regulators, such as the Information Commissioner's Office, without first seeking your consent. We may, however, share aggregate statistics and anonymised details with them.

Where appropriate, we may share details with our law enforcement partners to help identify opportunities to investigate or mitigate.

Why report to the NCSC?



We can help streamline your engagement with stakeholders across the rest of government



We may have access to unique information to help you manage your incident, and considerable experience supporting victims across different sectors



We can facilitate your access to leading industry incident response expertise



We can provide advice on your incident communications strategy



Sharing with the NCSC informs our understanding of the threat landscape and helps us produce guidance to protect all of the UK in the long term



Regulators often look favourably on timely and substantive engagement with the NCSC, which may positively impact any financial penalties



We will protect your information – the NCSC isn't a regulator and we won't share your information with regulators without first seeking permission

What happens when the NCSC notifies an organisation of an incident?

Our capabilities and partnerships mean that we are often aware of an incident before the victim. Where this is the case, we try to notify the victim as promptly as possible. We may do so over the phone, email, by an automated alert from our Early Warning service or, very occasionally, via the police.

We always try to provide the victim with as much information as possible to inform their response and investigation.

Visit this UK government service to see whether you should report your incident to NCSC or another organisation: [GOV.UK/REPORT-CYBER](https://gov.uk/report-cyber)

