

Data Breaches

Facilitation Guide

Equip learners with the knowledge and skills they need to understand and handle data breaches.

Overview

This module will help learners to better understand what data breaches are, and how they happen. Learners will gain skills and knowledge to help them prevent and handle data breaches, and to know what steps to take if they are part of a data breach in the future.

For more information, be sure to watch Series 1 of training videos from NYC Digital Safety.

Outcomes

By the end of this module, participants will be able to:

- Define data breach
- Identify causes and results of data breaches
- Explain how to use best practices for handling and preventing data breaches

Format + Time Frame

This module will take approximately 35 to 45 minutes or can extend to an hour with additional activities, time for questions, and further discussion.

Materials

Materials needed for this module include:

- Slide deck
- Facilitation guide
- Handout

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Lesson Plan

Activity	Materials	Time Needed
Introduction and welcome Greet learners and review the plan for this module.	Slides 1 and 2	2 minutes
What are data breaches and why do they occur? Provide a brief definition of data breaches and see if anyone has any questions or anything to add. Review some of the major reasons behind why data breaches occur.	Slides 3 through 6	5 minutes
Discussion: Data breach discussion and examples Ask your learners to share about data breaches they might have heard about or experienced. Share some famous examples of data breaches.	Slide 7 and 8	8 minutes
Ways to deal with the threats posed by data breaches Share strategies for preparing your accounts in advance of a data breach.	Slides 9 and 10	5 minutes
Activity: Data breach planning and preparation [optional] Put learners into small groups. Give them the guided handout.	Slide 11, handout	10 minutes

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Have them brainstorm and write down ideas for ways to better protect themselves against data breaches.		
What happens during a data breach? Review tips and warning signs to help learners know if they've been impacted by a data breach. Pause to see if anyone has anything else to add.	Slides 13 and 14	5 minutes
Steps to take if you've been involved in a data breach Share steps for ways to deal with a data breach aftermath.	Slides 15 and 16	5 minutes
Wrap up, final tips, and final questions Review the closing thoughts and share the suggested resources. See if anyone has any final questions.	Slides 17 through 19	5 minutes

Considerations

Data breaches can be a stressful topic, so be sure to leave time for questions and open discussion with your learners. People might have experiences they wish to share, examples they want to bring up, or a variety of concerns and questions regarding their own data security.

You might want to consider ways to introduce learners to further resources and learning opportunities. If you are offering additional programming and workshops, encourage your audience to attend. Data breaches can be alarming and can be difficult to prevent. But equipping people with more knowledge and skills around online privacy and security in general can help empower them to better deal with stressful situations like a data breach.

Options and Variations

This module contains a good deal of information around a potentially stressful topic. While it can be combined with other modules, it can also stand well on its own. If you would like to offer a more extended workshop, this module pairs particularly well with another module on social media account hacks and can also be paired with other modules around online account security.

This module lends itself well to a workshop where group discussion and activity is possible, and you can easily spend your time on just this topic. If you decide to focus solely on this topic in your workshop, consider supplying your learners with handouts on related topics, such as online account security, that they can explore on their own.

You can also provide this information to patrons via a service point by providing them a copy of the guided handout to peruse on their own.

Assessment

The following are some suggested assessment questions that you can use and adapt for your own purposes. These questions can help you assess various things, including knowledge retention, personal views and preferences, and concept application.

You might consider asking these as a pre or post test, or you can have learners answer these as part of an exit survey or a follow-up survey. Keep reading for suggested questions and an answer key with further details and explanations.

Questions for Participants

Have you ever, to your knowledge, been part of a data breach?

- A. Yes
- B. No
- C. Unsure

What is a type of information that hackers are less likely to try to obtain in a data breach?

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- A. Email addresses
- B. Credit card numbers
- C. Passwords
- D. Purchase history

What are some things you can do if you are part of a data breach? Select all that apply.

- A. Change your password
- B. Set up multi-factor authentication
- C. Delete your account
- D. Watch out for phishing schemes

How confident do you feel in your ability to handle a data breach?

- A. I feel confident
- B. I do not feel confident
- C. I am not sure

Answer Key

Have you ever, to your knowledge, been part of a data breach?

Answer: opinion question

You can use this question as a pre-test question to gain insight into your learners

What types of information do hackers try to obtain in a data breach? Select all that apply.

Answer: D, purchase history

For D, a hacker might get that information when gathering data but it wouldn't be as valuable as say, a social security number or your email information.

What are some things you can do if you are part of a data breach? Select all that apply.

Answer: A, change your password; B, set up MFA; D, monitor for phishing schemes

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Note that for C the information is already out there, so deleting an account wouldn't do much to help!

How confident do you feel in your ability to handle a data breach?

Answer: opinion question

Connections to Other Modules

This module connects to many other modules. The following suggestions provide opportunities for exploration, connection, and potential programming. However, feel free to explore and make connections between other modules not listed here as well!

1.1 Data Generation

1.2 Data Minimization

1.2 Password Hygiene

1.3 Social Media Account Hacks

2.2 Social Media Settings

2.2 Doxing

These and other modules can be found at this project's website, nycdigitalsafety.org.

About This Project

These materials were released in October 2022 as part of NYC Digital Safety: Privacy & Security.

NYC Digital Safety: Privacy & Security is a partnership between New York City's three library systems — Brooklyn Public Library, The New York Public Library, and Queens Library — and METRO Library Council. With support from the New York City Office of Technology and

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Innovation, this project ensures that NYC residents can rely on public libraries for their questions about internet privacy and security.

Visit nycdigitalsafety.org for more information.