

Words Are Louder Than Actions – Design Requirements for Facilitating Restorative Justice in Data Breaches

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Abstract. Customer data breaches are distinct security incidents as data breach notification laws establish a novel communication interface to customers. Company-

Building on the outlined problem statement, we define our problem space [20] as: *information and communication related assistance in the data breach response process*. We aimed to derive MR that are context-insensitive and response strategy agnostic. [18] rather than specific contextual challenges. The derived MR are presented with reference to citations of two actual data breach notification (see Table 1).

Issuing a notification constitutes the first point of contact with a customer after a data breach. Accordingly, companies must approach their customers and inform them about the data breach. Properly addressing the affected target group plays a vital role in this process, as addressing the large number of stakeholders affected induces a

References

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