**Emergency Services (Police Scotland)**

Emergency services, **999**

Non-Emergency, **101**

NHS 24, **111**

IR Helpline: **0800 1670 623**

<https://ready.scot/>

Floodline Scotland, 0345 988 1188

Loss of power, 105

Gas emergencies, 0800 111 999

Scottish Water, 0800 0778 778

101 non-emergency | 999 emergencies

Report cyber crime and fraud to   
Police Scotland: **101**

<https://www.scotland.police.uk/contact-us/>

**Incident Response Helpline   
(Cyber and Fraud Centre Scotland )**

Phone Number: 0800 1670 623   
Website: <https://www.cyberfraudcentre.co.uk>

# Internal Contacts

**IT team and cyber security support**

Website:

Landline:

Mobile:

Key Contact:

**Incident Response Team / Provider:**

Email:

Phone:

Key Contact:

**CISCO / Technical Lead:**

Email:

Phone:

Key Contact:

**External managed service provider:**

Email:

Phone:

Key Contact:

Account details:

**Cloud service provider:**

Email:

Phone:

Key Contact:

Account details:

**Insurance company**

Website:

Landline:

Mobile:

Key Contact:

Policy number:

**Bank:**

Landline:

Mobile:

Email:

Relationship Manager:

Account number:

**Key People (Managers/Staff/Emergency contacts)**

(Include details of **2 or more staff members** per group and **2 methods of contact**)

**Senior / Executive Management:**

Landline:

Mobile:

Email:

**Legal:**

Landline:

Mobile:

Email:

**Human Resource:**

Landline:

Mobile:

Email:

**Public Relations:**

Landline:

Mobile:

Email:

**Crisis Management / Business Continuity:**

Landline:

Mobile:

Email:

**Finance Team:**

Landline:

Mobile:

Email:

**Key Suppliers (Services/Stock/Equipment/Raw materials)**

Landline:

Mobile:

Email:

**Customers contacts**

[Capture separately if preferable]

Landline:

Mobile:

Email:

# Reporting Externally

**Information Commissioners Office (GDPR – Data Breach / NIS)**

You must report a notifiable breach to the ICO without undue delay, but not later than 72 hours after becoming aware of it.

To report a breach to ICO visit: <https://ico.org.uk/for-organisations/report-a-breach/>

ICO helpline: **0303 123 1113** (operates 9am to 5pm Monday to Friday)

**Regulators**

Website:

Landline:

Email:

**OSCR (Scottish Charity Regulator)**

Email: [notifiable@oscr.org.uk](mailto:notifiable@oscr.org.uk)

Notifiable Event Form <https://www.oscr.org.uk/managing-a-charity/notifiable-events/notifiable-events-form/>

**Funders (if applicable)**

Website:

Landline:

Email:

**Other**

Website:

Landline:

Email:

# Other Useful Contacts

**Emergency response contractor**

Website:

Landline:

Mobile:

**Electricity – (24hr faults)**

Website:

Landline:

Mobile:

Account number:

Shut off location:

**Gas – (24hr emergency)**

Website:

Landline:

Mobile:

Account Number:

Shut off location:

**Water – (24hr)**

Website:

Landline:

Mobile:

Account number:

Shut off location:

**Telephone provider**

Website:

Landline:

Mobile:

Account number:

**Neighbouring/Supporting Business**

Website:

Landline:

Mobile:

**Other**

Website:

Landline:

Email: