

Cyber, Security and Privacy Protection Policy

Zurich's Cyber, Security and Privacy Protection Policy offers coverage designed to respond to today's dynamic risks.

Protecting yourself is critical because while you can outsource processes, you cannot outsource liability.

In the event of a cyber security or privacy incident, Zurich DigitalResolve offers a 24/7 incident response solution which harnesses the specialist resources you need to recover from a damaging cyber event.



A cyberattack impacts your business: A question of 'when', not 'if'.

In 2017, organizations around the world were hit by the WannaCry and NotPetya ransomware attacks. Both malicious programs quickly circled the globe, infiltrating networks, hijacking and locking down critical data, disrupting processes and supply chains, and creating digital havoc costing hundreds of millions of dollars. Will these isolated events be repeated? It's likely in today's rapidly evolving, increasingly threatening cyber risk environment. For most organizations, a serious and potentially damaging cyberattack is more a matter of 'when', not 'if'.

Protecting your data, networks and business from cyber risks

Your organisation relies on technology – your networks, your data, your computers and your mobile devices are all essential to the smooth running of your business. So it's never been more important to protect your organisation from data and privacy risks.

Our solution

Whether you experience a privacy breach, malicious attack or system failure, Zurich Cyber, Security and Privacy Protection safeguards your business from the financial and reputational costs arising from a broad range of incidents.

Zurich Cyber, Security and Privacy Protection can include the following cover:

Third party coverage:

- Security and Privacy Liability coverage
- Regulatory proceedings defence costs
- Internet media liability coverage.

First party coverage:

- Privacy breach costs including:
 - Forensic investigation expenses
 - Legal and public relations expenses
 - Notification expenses
- Digital asset replacement and betterment expenses coverage
- Business income loss and dependent business income loss coverage
- Cyber extortion threat and payments coverage
- Cyber fraud and Fraudulent impersonation coverage

Our easy-to-read, concise form offers numerous advantages, including:

- Broad privacy breach costs coverage, reimbursing the company for certain costs incurred directly resulting from a privacy breach or violation, such as those to retain an accountant, legal, public relations consultant or other third party to:
 - Conduct a forensic analysis of a company's computer system to determine the cause or extent of a privacy breach
 - Determine if there is an indemnification obligation with respect to a wrongful act of a service provider in connection with a privacy breach or violation
 - Notify the affected individuals or applicable regulatory agencies of a privacy breach or violation
 - Effect compliance with any privacy regulation most favourable to the affected individuals

- Establish new account numbers for the company's affected individuals
- Engage public relations services to counter or minimise the actual or anticipated adverse effects of negative publicity
- Procure credit monitoring services for the Company's affected individuals
- Extensions of Coverage** offered includes:
 - Company reputation cover
 - Continuous cover
 - Data breach notification costs
 - Emergency costs
 - Extended reporting periods
 - General Data Protection Regulations proceedings
 - PCI Security Standards fines and penalties
 - Regulatory proceeding defence costs and penalties
 - Reputational damage income loss
 - Reward payments
- Broad definition of 'Adverse media event'
- Definition of 'Insured Person' includes independent contractors
- Personal Information does not require 'name in combination with'
- Final adjudication and non-imputation clause for the Fraud exclusion
- Cyberterrorism coverage against cyberterrorist attacks
- Bodily injury exclusion has a write-back for privacy events.

** Note: Some Extensions of Coverage are sub-limited.

Beyond the product – superior service and commitment

Service is a crucial component of our offering – we want to give you peace of mind and confidence when dealing with us.

Underwriting

Dedicated Financial lines underwriting professionals bring you industry experience and a broad knowledge in respect to security and privacy protection marketplace.

Delivering when it matters

Zurich's global team of claims professionals helps our customers through their loss with prompt, fair and easy-to-understand assistance.

Zurich Australian Insurance Limited

(incorporated in Australia)

Trading as Zurich New Zealand

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Specialist in-house claims team

Our experienced Financial Lines claims team provides resources to manage complex coverage issues in-house and provide our insureds with years of valuable experience. We can assist our insureds to resolve their claim in a practical, cost-effective and satisfactory manner.

Zurich DigitalResolve

DigitalResolve – working together to manage your cyber risks. When it comes to protecting you from cyber risks, insurance is only part of the solution. To get your business back on track, it's just as important to gather the right expertise and resources. DigitalResolve is an optional cover, provided under your Zurich Cyber, Security and Privacy Protection policy that harnesses and manages the resources you need to recover from a damaging cyber event. Each expert is carefully selected from a global panel of trusted providers in the following disciplines:

- IT forensic experts and consultants
- Legal experts in data protection, cyber breaches, fraud and security
- PR consultants
- Direct mailing companies
- Credit monitoring
- Forensic accountants
- Ransom negotiators

Zurich International Programmes

Our global network and capabilities mean we can offer global security and privacy insurance solutions covering multiple territories. We co-ordinate and implement cross-territory programmes, leaving customers in control of their overseas coverage, therefore avoiding language, cultural and business practice barriers:

- Our award winning compliance tool, the Multinational Insurance Application (MIA), brings clarity to complex multinational insurance programmes by ensuring alignment with all local insurance regulations and premium tax obligations
- At the heart of our approach to international security and privacy insurance programmes is our proprietary International Programme System (IPS). This application integrates customer data into one worldwide platform. It links Zurich owned offices, hub offices and direct partner companies, enabling the steady flow of information necessary to manage international programmes
- Industry-leading loss data and risk analysis portal – My Zurich, allows you to view and manage coverage and risk more easily, avoiding duplication and identifying areas for action.



ZURICH®