**Army Personally Identifiable Information (PII) Breach Reporting Process Flowchart**

1. **Actual/Suspected PII Breach Discovery**
   - Notify first line Supervisor & Privacy Official immediately
   - Notify Issuing Bank immediately or Notify Contracting Officer Representative immediately
   - Notify Information Technology Division
   - Report to US-CERT

2. **Involves Government Credit Card**
   - Notify Issuing Bank

3. **Result of Contractor actions**
   - Notify Contracting Officer Representative
   - Report to Army Privacy Office (APO) via PATS Within 24 Hrs of discovery

4. **Paper/Physical**
   - Notify Affected Individuals if appropriate
   - Notify Information Technology Division
   - Submit Updates to APO via PATS
   - Submit Updates to US-CERT
   - APO reports to DPCLD Within 48 Hrs of discovery

5. **Electronic**
   - Notify Information Technology Division
   - Submit Updates to Privacy Official, & appropriate individuals

6. **Follow your Chain of Command’s additional reporting requirements**
   - Internal/External Investigation
   - Work with local Privacy Office to determine notification procedures
   - Remedial Training
   - Notify Affected Individuals if appropriate

7. **Your Chain of Command**
   - Submit Updates to Privacy Official, & appropriate individuals
   - Submit Updates to APO via PATS
   - Submit Updates to US-CERT

8. **Report to US-CERT**
   - Within 48 Hrs of discovery
   - APO reports to DPCLD

9. **Follow your Chain of Command’s additional reporting requirements**
   - Internal/External Investigation
   - Work with local Privacy Office to determine notification procedures
   - Remedial Training
   - Notify Affected Individuals if appropriate

10. **Notify first line Supervisor & Privacy Official immediately**
    - Notify Issuing Bank immediately or Notify Contracting Officer Representative immediately
    - Notify Information Technology Division
    - Report to US-CERT

11. **Report to Army Privacy Office (APO) via PATS Within 24 Hrs of discovery**
    - APO reports to DPCLD

12. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

13. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

    - Within 48 Hrs of discovery
    - APO reports to DPCLD

15. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

16. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

17. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

18. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

19. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

20. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

21. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

22. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

23. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

24. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

25. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

26. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

27. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

28. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

29. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

30. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

31. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

32. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

33. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

34. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

35. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

36. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

37. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

38. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

39. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

40. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

41. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

42. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

43. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

44. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

45. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

46. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

47. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD

48. **Follow your Chain of Command’s additional reporting requirements**
    - Internal/External Investigation
    - Work with local Privacy Office to determine notification procedures
    - Remedial Training
    - Notify Affected Individuals if appropriate

49. **Your Chain of Command**
    - Submit Updates to Privacy Official, & appropriate individuals
    - Submit Updates to APO via PATS
    - Submit Updates to US-CERT

50. **Report to US-CERT**
    - Within 48 Hrs of discovery
    - APO reports to DPCLD