

# Cyber risks helpline.

## The service

In order to assist with risk management and prevent claims, our cyber risks policyholders can contact the helpline to obtain expert legal and technical IT security guidance on issues arising from cyber and data protection risks.

The service provides policyholders with practical, jargon free advice from cyber experts, on issues such as:

- Understanding software security and unresolved vulnerabilities (e.g. heartbleed security bug)
- Starting a disaster recovery plan, or other types of cyber risk management
- Responding to a subject access request
- Information on the cyber essentials certification and ISO27001

## Provided by experts

Our cyber risks helpline is provided on our behalf by specialist solicitors, Markel Law LLP and information security experts, NCC Group.

Markel Law is one of the largest national commercial law firms in the UK and has a substantial client base of regional, national and international clients from the private, public and voluntary sectors.

NCC Group is a global expert in cyber security and risk management.

For more information, go to [www.nccgroup.trust/uk/](http://www.nccgroup.trust/uk/).

Should any further work be required (either in connection with the helpline advice or otherwise) then it will be the responsibility of the policyholder to meet the extra costs.

# How to access

**Telephone:** 0333 234 2471

(available Monday - Friday, 9:00am - 5:30pm)

The helpline is available exclusively to Markel cyber risks policyholders. Callers will be required to provide the policyholder name and certificate number for verification purposes.

A Markel Law solicitor will provide legal guidance on data protection issues. Enquiries relating to IT security will be passed to our specialist IT security consultants, NCC, who make contact directly within 24 hours.

## Terms of use

The Markel cyber risks helpline provides non-emergency guidance on data protection law and IT security.

A typical enquiry will be resolved within 60 minutes and the guidance provided should not be used to substitute formal legal or technical advice or for repeated routine queries.

Any information provided to the helpline, and details of the guidance given, may be provided to Markel. Please note that the helpline is not an insurance claims service and does not replace policyholder obligations to notify Markel under the policy of insurance.

Claims or circumstances that could give rise to a claim cannot be notified via the helpline instead policyholders should contact us by email:

**[claimsuk@markelintl.com](mailto:claimsuk@markelintl.com)**