

Information Security Incident Reporting Form

Email completed forms as soon as possible to dpo@nwleicestershire.gov.uk

Provide as much information as you can, but do not delay sending in the form.

For **urgent incidents** (e.g. virus infection), phone the ICT Helpdesk immediately: (01530) 454 718

| GENERAL DETAILS | |
|---|---|
| Incident number: | |
| Department/Section: | Leisure Services |
| Reporting officer: | [REDACTED] |
| Investigated by: | Nicola Taylor |
| Contact number: | 01530 454602 |
| Date form completed: | 8.11.19 |
| Date of incident: | 4.11.19 |
| Location of incident | Council Offices |
| ABOUT THE INCIDENT | |
| Incident description. What has happened? | In response to a complaint received from a user of the leisure centres, an email was sent to the customer which was copied to an officer of Everyone Active. The email contained the customers name, address and telephone number |
| How was the incident identified? | The customer complained that his personal details had been copied into a third party without his permission |
| What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details. | The customers name, address, and telephone number |
| What medium was the information held on? <ul style="list-style-type: none"> - Paper - USB stick - laptop, etc | Email |
| If electronic, was the data encrypted? | No |
| Dealing with the current incident: Please list initial actions: <ul style="list-style-type: none"> - Who has been informed? - What has been done? | The Data Protection Officer has been notified and a further email has been sent to the customer apologising and assuring that this type of breach wouldn't happen again |
| Are further actions planned? If so, what? | None |
| Have the staff involved in the security incident done any Data Protection Training? | Yes |
| If so, what and when? (Please list) | Online training – date unknown |

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| Preventing a recurrence: Has any action been taken to prevent recurrence? | Yes – officer is aware of how to deal with such situations moving forward | |
| Are further actions planned? If so, what? | No | |
| 1. | Was any data lost or compromised in the incident? e.g. loss of an encrypted laptop will not actually have compromised any information, unless e.g. the user was logged in when they lost it. | No |
| 2. | Was personal data lost or compromised? This is data about living individuals such as service users, Councillors or employees. This could be a breach of the Data Protection Act 2018. | No |
| 3. | If yes, was <u>sensitive</u> personal data compromised? This is data relating to health, ethnicity, sexual life, trade union membership, political or religious beliefs, potential or actual criminal offences. This could be a serious breach of the Data Protection Act 2018. | N/A |
| 4. | Was adult social care, health or public health data involved? | No |
| 5. | What is the number of people whose data was affected by the incident? | 1 |
| 6. | Is the data breach <u>unlikely</u> to result in a <u>risk</u> to the individual/individuals? Physically, materially, or morally? Example - physical harm, fraud, reputation, financial loss, | No |
| 7. | Did people affected by the incident give the information to the Council in confidence? (i.e. with an expectation that it would be kept confidential) | Yes |
| 8. | Is there a risk that the incident could lead to damage to individuals e.g. via identity theft/ fraud? e.g. loss of bank details, NI numbers etc. | No |
| 9. | Could the incident damage an individual's reputation, or cause hurt, distress or humiliation e.g. loss of medical records, disciplinary records etc.? | No |
| 10. | Can the incident have a serious impact on NWLDC's reputation? | No |
| 11. | Has any similar incident happened before in the section? | Yes |
| 12. | Please confirm you have contacted HR for advice regarding this incident. | N/A |
| 13. | If this incident involves the loss or theft of IT Equipment please confirm you have logged a call on the ICT Help & Support Portal on your desktop? | N/A |

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| FURTHER ACTION: (to be completed by Business Improvement Team) | |
| Completed by: | |
| Is further action required? | |
| Have data subjects been informed? | |
| Have key stakeholders been informed? | |
| Have control weaknesses been highlighted and recommendations made? | |
| Has sufficient and appropriate action been taken? | |
| Does the incident need reporting to Caldicott Guardian/SIRO? | |
| Does the incident need reporting to the ICO? | |
| Does the incident need reporting to IT Security Manager? | |
| Has the Incident Log been updated? | |
| Further investigation undertaken by:- | |
| Date incident closed:- | |

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| 1. It is not known who completed the error, so I would recommend the on-line Data Protection training for the whole team. | | |
| 2. I do not recommend reporting the incident to the ICO as they are spasmodic incidents. However if trends analysis sees an increase of these errors, then it may have to be a future consideration. | | |
| 3. The issue seems to involve operatives not being able to leave their workstations when printing documents, as they need to be ready to take the next call. Printing is left in the back office and documents are put into envelopes when someone is available to carry out the task. I recommend that this process is reviewed, and if possible to have additional printers installed next to desks to minimise the risk of incorrect correspondence being issued and improve efficiencies. | | |

| Evidence from Recommendations | Further Actions | Yes/No |
|-------------------------------|-----------------|--------|
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Please contact DPO for any further information:

Nicola Taylor

Data Protection Officer

dataprotectionofficer@nwleicestershire.gov.uk