

Information Security Incident Reporting Form

Email completed forms as soon as possible to foi@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:	Housing Strategy and Systems
Reporting officer:	
Investigated by:	
Contact number:	
Date form completed:	15 th April 2019
Date of incident:	9 th April 2019
Location of incident	Council Offices
ABOUT THE INCIDENT	
Incident description. What has happened?	Officer emailed a member of the public in error when Outlook auto completed an email address. Email contained limited information about a housing applicant
How was the incident identified?	Customer reported error
What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details.	Limited information regarding a housing applicant. Surnames, partial address and the fact they were reporting harassment
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? 	informed immediately. Customer contacted in error advised to permanently delete email
Are further actions planned? If so, what?	Member of staff has disabled auto-complete of email addresses in Outlook. All team members advised of option to disable auto-complete.
Have the staff involved in the security incident done any Data Protection Training?	yes
If so, what and when? (Please list)	GDPR 22 nd May 2018

Preventing a recurrence: Has any action been taken to prevent recurrence?	See above	
Are further actions planned? If so, what?	no	
IMPACT ASSESSMENT QUESTIONS		
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.	yes
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.	Yes?
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 1998.	no
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?	2
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.	no
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

FURTHER ACTION: (to be completed by Business Improvement Team)	
Completed by:	
Is further action required?	No
Have data subjects been informed?	No
Have key stakeholders been informed?	No
Have control weaknesses been highlighted and recommendations made?	No
Has sufficient and appropriate action been taken?	Yes
Does the incident need reporting to SIRO?	No
Does the incident need reporting to the ICO?	No
Does the incident need reporting to ICT Manager?	No
Has the Incident Log been updated?	Yes
Further investigation undertaken by:-	Louis Sebastian / Nicola Taylor
Date incident closed:-	15/04/2019

Recommendations	Assigned to	Completion Date
Disable auto complete of email addresses in outlook.		15.04.2019
Delay in completing breach form. Reminded that breaches must be reported within 72 hours.		15.04.2019
Deletion of email by recipient.	D	15.04.2019

Evidence from Recommendations	Further Actions	Yes/No
See above confirmation	No	

You can also contact the following people for advice:

Nicola Taylor
Data Protection Officer
Tel 01530 454763 or dpo@nwleicestershire.gov.uk