

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:	Legal Services
Reporting officer:	
Investigated by:	Elizabeth Warhurst
Contact number:	
Date form completed:	11.01.2019
Date of incident:	09.01.2019
Location of incident	Council Offices
ABOUT THE INCIDENT	
Incident description. What has happened?	A letter intended for a councillor was sent to the wrong address. It was addressed to the councillor but the address that it was sent to was a member of the public who we had been in recent correspondence with in relation to another matter.
How was the incident identified?	Upon filing copy letter the mistake was noticed.
What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details.	The contents of the letter related to a Code of Conduct complaint.
What medium was the information held on? <ul style="list-style-type: none"> - Paper - USB stick - laptop, etc 	Paper and PC.
If electronic, was the data encrypted?	N/A
Dealing with the current incident: Please list initial actions: <ul style="list-style-type: none"> - Who has been informed? - What has been done? 	<p>Checked with Post Room to see if the post had been collected by Royal Mail, which it had, and there was no way of tracing it.</p> <p>Informed Elizabeth Warhurst and liaised with</p> <p>Telephoned recipient and informed him that he would be receiving said letter, asked him not to open it, but telephone in once received for us to collect it.</p> <p>Letter collected within an hour of receipt of telephone call from recipient.</p> <p>Letter had not been opened.</p>
Are further actions planned? If so, what?	No.
Have the staff involved in the security incident done any Data Protection Training?	Yes. Learning Pool.

If so, what and when? (Please list)	Mandatory GDPR training on Learning Pool - April/May 2018.	
Preventing a recurrence: Has any action been taken to prevent recurrence?	No. Lessons learned through using previous letters as a template and also doing things in a rush.	
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.	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 1998.	Compromised but recovered.
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?	One.
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,	Yes / unlikely.
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)	N/A.
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?	No.
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?		Yes/No
Have data subjects been informed?		Yes/No
Have key stakeholders been informed?		Yes/No
Have control weaknesses been highlighted and recommendations made?		Yes/No
Has sufficient and appropriate action been taken?		Yes/No
Does the incident need reporting to SIRO?		
Does the incident need reporting to the ICO?		Yes/No
Does the incident need reporting to ICT Manager?		Yes/No
Has the Incident Log been updated?		Yes/No
Further investigation undertaken by:-		
Date incident closed:-		

Recommendations	Assigned to	Completion Date

Evidence from Recommendations	Further Actions	Yes/No

You can also contact the following people for advice:

Business Improvement Team

Tel [REDACTED] or [REDACTED] [@nwleicestershire.gov.uk](mailto:[REDACTED]@nwleicestershire.gov.uk)