Information Security Incident Reporting Form

Email completed forms as soon as possible to dataprotectionofficer@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:	Cultural Services
Reporting officer:	██████████
Investigated by:	
Contact number:	████
Date form completed:	18 February 2019
Date of incident:	18 February 2019
Location of incident	Office

ABOUT THE INCIDENT

Incident description. What has happened?	I sent an email on behalf of a colleague who did not have access to the Cultural Services Team email as she was waiting for access. We did this together, as she had created the distribution list and content.
How was the incident identified?	A colleague came into the office and asked if we had realised it had gone out in the 'to' box
What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details.	The email contained the personal and business email addresses of previous years' attendees. The content of the email was to inform our previous stall holders to Save the Date for this year's Picnic in the Park event.
What medium was the information held on? - Paper - USB stick - laptop, etc	computer
If electronic, was the data encrypted?	
Dealing with the current incident: **Please list initial actions:** - Who has been informed? - What has been done?	1. Tried to recall the email, with some success, and some emails could not be delivered as some details were incorrect 2. Informed my manager of what had happened and action taken 3. Informed Head of Service as Manager is on annual leave 4. Went to see DPO and informed them of what had happened
Are further actions planned? If so, what?	No
Have the staff involved in the security incident done any Data Protection Training?	Have done the elearning course some time ago
If so, what and when? (Please list)	

Preventing a recurrence: Has any action been taken to prevent recurrence?	Ensure that if helping a colleague in future, that absolute clarity is sought of whether email can be sent in the 'to' box or the 'bcc' box	
Are further actions planned? If so, what?	None	

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 sensitive 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.	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?	
6.	Is the data breach unlikely to result in a risk 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)	no
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.	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

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?	Yes
Have control weaknesses been highlighted and recommendations made?	Yes
Has sufficient and appropriate action been taken?	Yes
Does the incident need reporting to Caldicott Guardian/SIRO?	No
Does the incident need reporting to the ICO?	No
Does the incident need reporting to IT Security Manager?	No
Has the Incident Log been updated?	Yes
Further investigation undertaken by:-	███████
Date incident closed:-	28th Feb 2019

Evidence from Recommendations	Further Actions	Yes/No
Ensure that if helping a colleague in future, that absolute clarity is sought of whether email can be sent in the 'to' box or the 'bcc' box		No

Please contact DPO for any further information:

Nicola Taylor
Data Protection Officer
dataprotectionofficer@nwleicestershire.gov.uk