

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: | Housing |
| Reporting officer: | [REDACTED] |
| Investigated by: | [REDACTED] DPO |
| Contact number: | [REDACTED] |
| Date form completed: | 04.06.2019 |
| Date of incident: | 04.06.2019 |
| Location of incident | |
| ABOUT THE INCIDENT | |
| Incident description. What has happened? | The Right to Buy (RTB) Two form was posted out to the wrong person – the incorrect address had been written on the envelope. |
| How was the incident identified? | When the customer/incorrect receiver contacted us. |
| What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details. | Name, address and RTB application date. |
| What medium was the information held on? - Paper - USB stick - laptop, etc | Paper |
| If electronic, was the data encrypted? | n/a |
| Dealing with the current incident: Please list initial actions: - Who has been informed? - What has been done? | The team leader, [REDACTED] has spoken to incorrect receiver and the customer whose information had been sent to the incorrect address. [REDACTED] explained what had happened and apologised. |
| Are further actions planned? If so, what? | Correct information has been posted out today. |
| Have the staff involved in the security incident done any Data Protection Training? | Yes. |
| If so, what and when? (Please list) | ELM – October 2018 |

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| Preventing a recurrence: Has any action been taken to prevent recurrence? | Human error – extra care to be taken in future. | |
| Are further actions planned? If so, what? | As above. | |
| 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. | n/a |
| 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. | As above. |
| 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 1998. | |
| 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 unlikely to result in a risk to the individual/individuals? Physically, materially, or morally? Example - physical harm, fraud, reputation, financial loss, | Yes |
| 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? | 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? | 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 |
|-----------------|-------------|-----------------|
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| Evidence from Recommendations | Further Actions | Yes/No |
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