

## Information Security Incident Reporting Form

Email completed forms as soon as possible to [foi@nwleicestershire.gov.uk](mailto: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:	Customer Services
Reporting officer:	██████████
Investigated by:	██████████
Contact number:	██████████
Date form completed:	15/02/2019
Date of incident:	11/02/2019
Location of incident	NWLDC
ABOUT THE INCIDENT	
Incident description. What has happened?	Post documents returned to wrong customer
How was the incident identified?	The receiver called to inform he had received documents that are not his.
What information does it relate to? e.g. a file containing details of 100 service users name, address, direct debit details.	Rent book information containing name, address, weekly rent charged, date and amounts of payments. Letter from Revenues and Benefits containing claim number, name and address information asking to provide proof of rent and pension information. Pension fund letter from Rolls Royce Pension Scheme containing name and address, reference number, monthly pension amount and dates paid.
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?	Collection of the papers from wrong customers address. Returned in post to correct customer. Contacted the wrong customer to apologise and inform him of the status of his claim as he asked when the documents were picked up.
Are further actions planned? If so, what?	Please advise if we need to let the customer whose documents they were know of the incident.
Have the staff involved in the security incident done any Data Protection Training?	██████████ – Customer Services Officer
If so, what and when? (Please list)	GDPR online training on E-Im – 16.04.2018
Preventing a recurrence:	Officer is aware of the event and seriousness of the matter.

Has any action been taken to prevent recurrence?		
Are further actions planned? If so, what?		
<b>IMPACT ASSESSMENT QUESTIONS</b>		
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.	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?	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,	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)	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.	Yes, Pension information
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?	Yes
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

<b>FURTHER ACTION: (to be completed by Business Improvement Team)</b>	
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 Caldicott Guardian/SIRO?	Yes SIRO
Does the incident need reporting to the ICO?	Yes/No
Does the incident need reporting to PSAN Security 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)