Appendix A - Extract from Incident Log - June 2018

Reference/Date	Description	Data type - personal/sensitive	Number of people's information/records involved	Medium e.g.paper, email	Action taken	ICO Informed Yes/No?
DB201801 26/01/2018	Allegation of Unauthorised access to staff member's records via CCM	Sensitive- includes health information	1	Children's Services CCM system	Investigation conducted by HR & Children's Services. Record found to have been accessed in error	No - level 1
DB201803 02/03/2018	Car broken into and laptop case stolen from back seat of car containing paper files	Sensitive - includes health/mental health information	6	Paper files	Reported to Police. Risk to any of the data subjects assessed but none deemed to be at risk of harm. Bag subsequently found with files intact	No - level 1
DB201804 08/03/2018	Temporary Admin Assistant received a call from the helpdesk disclosing details of a child known to Social Care. Admin Assistant's extension number was previously allocated to a Social Worker.	Name of child	1	Verbal	Information Security Officer to review process for reallocating extension numbers. Helpdesk manager to remind staff to check identity of the person answering the call before disclosing information.	No - Level 1
DB201805 14/03/2018	E-mail sent to members of a support group with personal details of each included in error	Addresses, phone numbers, email addresses and numbers of children in place and the length of their	8	email	Recipients asked to delete the email. Staff reminded to check contents of attachments before sending	No - Level 1

		experience				
DB201806 16/03/2018	Former member of staff sent email containing sensitive personal data to home email address	Initials of individual and case file notes	1	email	Member of staff asked to delete e-mail and sign confirmation that this had been done. All staff in team reminded that they must not send personal information to home e-mail address	No - Level 1
DB201807 22/03/2018	Housing decision notice in respect of Customer A sent to unintended recipient, Customer B together with Customer B's decision notice	Name and address of housing benefit applicant, details of benefit entitlement and some details of earnings	3	Paper	Manager confirmed staff have completed the GDPR training and business processes have been revised.	No - Level 1
DB201808 11/04/2018	Copy of funding award sent from CAPITA provider portal to incorrect email address which was supplied by parent in error. Email not delivered. The message was then forwarded to the correct address.	Funding Statement - parent's name, child's name and date of birth	2	Email via Capita Provider Portal	The message was then forwarded to the correct address. Staff member contacting IS to check if the e-mail was actually sent to the incorrect e-mail account and if it was delivered. Message not delivered. Measures taken to verify e-mail addresses and will not use the re-send voucher option in the provider portal for assisted applications	No - Level 0 incident/near miss
DB201809 26/04/2018	Electronic Court Bundle sent to 3 Solicitors containing GP records	Health Assessments	4	email	File could not be opened by recipients due to the format. All asked to	No - Level 0 - incident/near miss

	for other individuals				delete it and confirm this had been done. Legal Service to ensure the thorough checking of files prior to disclosure.	
DB201810 02/05/2018	E-mail sent to former school governor (no longer in post) containing initial school budget information in error.	Finance information (no personal data)	0	email	Education to review how contact information for Governors is updated	No - Level 0 - incident
DB201813 17/05/2018	Open waste sack found in internal lift containing paper records and information.	Sensitive health and social care information	100s	Paper	Operations Manager informed, item collected and taken for safe storage, Manager to advise contractor of incident and review processes	No - Level 0 incident - near miss
DB201814 17/05/2018	Letter and Child in Need plan sent to wrong address and addressed to incorrect family member	Sensitive health and social care information in respect of child and family	3	paper - post	Incident initially investigated as a complaint by Children and Families. Data subject (mother) informed.	Level 2 - reported to ICO