

Appendix A - Extract from Incident Log - September 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?
DB201815 30/05/2018	Email sent to Employment Tribunal via unencrypted route	Name and address of claimant, dates of employment, salary figures, details of claim, trade union membership info	1	email	Attempted to recall email, re-sent email via secure route (GCSX). Staff reminded to send emails via GCSX.	No Data Breach has not occurred. Level 0 incident/near miss
DB201816 21/05/2018	Documents scanned and sent to incorrect PCC staff member, as the staff member had left themselves logged in on the copier.	Employee name, start date and medical condition	2	email	Staff member reminded to log out of MFD. HR and data subject notified.	No Level 0 incident/near miss
DB201817 6/6/18	Mobile Phone stolen during house burglary	Telephone Numbers Names Email addresses	100+	Phone	Phone was PIN protected. Remotely blocked by factory wiping, auto locking and turning off	No Level 0 incident
DB201818 7/6/18	Confidential Letter in respect of the wrong data subject sent from Housing Options by email to Councillor's PA.	Contact details, GP address, medical questions	1	email	Unintended recipient confirmed the item was deleted. Housing Options to review process for sending attachments	No Level 1 incident
DB201819 11/6/18	Issue with data retention functionality within Firmstep. Online forms are not being automatically deleted from the system at the set retention period.	Names, addresses, other personal data entered into online forms	Approx. 7,000	Online	Firmstep contacted. Issue will be rectified with the release of the new compliance module (date to be confirmed).	No Level 0 incident.
DB201820 15/6/18	Email intended for officer in Adult Social Care sent to staff member with the same name in another service in	Name, email address, details of hours worked. Worker & line manager's signatures	1	Email	Sender advised to delete the unintended recipient's address from their auto address list and to check that the correct email	No Level 0 incident

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	error.				address is used.	
DB201821 20/6/18	Staff member breached service user confidentiality by sharing details of medical condition with the carer of another service.	Sensitive medical information	1	Verbal	Reviewed at ASC IG Panel. Initial action taken by day service manager to address the breach of confidentiality.	No Level 1 incident
DB201822 28/05/2018	Letter sent to MP containing excessive details about a child/family in response to a concern raised by the MP on behalf of a constituent.	Some sensitive health and relationship information and details of the family's living circumstances.	3	Paper	Review of processes in Housing to prevent unnecessary disclosure. Identified that the constituent had in fact already shared the information with the MP	No Data Breach has not occurred Level 0 incident/near miss
DB201823 15/06/2018	Invitation letters in respect of an event for looked after children sent to parental address rather than to the current care address as intended	Looked after child's name, parental address.	Up to 472	Paper	Letters of apology sent to the unintended recipients. Replacement letters sent to correct addresses. Further risk assessment of event carried out	Yes - 15/6/18 Level 2 incident
DB201824 11/6/18	Allegation by child's mother that a PCC employee accessed confidential information about the child	Child's health details	1	Electronic/Paper	Access to systems/records investigated - officer does not have access to relevant systems and no evidence of access found	No Data Breach has not occurred Level 0 incident/near miss.
DB201825 22/6/18	Emails sent to individuals asking for feedback on a council initiative including all recipients in the "to" field rather than "BCC", thus disclosing all recipients email addresses	Email addresses	560	Email	email recalled and a further email sent asking any recipients to delete it.	No Level 0 incident
DB201826 22/6/18	School reported a missing envelope containing documents sent via PCC	Child details including child protection concerns	1	Paper	Matter investigated with Courier and Department responsible for mail. Envelope	No Data Breach has not occurred

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	Courier to a Hampshire School. Envelope not received and is therefore presumed to be missing				was later returned to the sender.	Level 0 incident/near miss
DB201827 22/6/18	Identified following a complaint from a resident that the privacy statement on the planning portal incorrectly advises that personal data will not be published on the website. This is incorrect.	Names and addresses Comments on planning application	1000+	Planning Portal	Advice given in online guidance was correct but was incorrect on online form. Privacy statement on online form changed to alert users that their personal details are made public	Yes 27/6/18. Level 2 incident ICO confirmed no further action required
DB201828 29/6/18	New Tenancy Team member opened Mail in a Void property and left opened on view. May have been seen by other staff and maintenance contractors.	Names, dates of birth, category for child protection plan. Professionals involvement	4	Paper	Process of recording change of address reviewed to ensure information is updated as soon as possible in future. Process for handling post retrieved from void properties reviewed.	No Level 1 incident
DB201829 9/7/18	Text sent by Housing Office to wrong customer	Name of tenant Status of account	1	Text message	Member of staff spoken to about taking more care before sending texts	No Level 1 incident
DB201830 13/7/18	Notebook containing housing tenant's contact details posted accidentally through a tenant's letter box.	Names, contact details	Approx 50	Paper	Tenant contacted and notepad recovered., Contents of the notepad assessed. All staff briefed and reminded of Data in Transit policy.	No Level 1 incident
DB201831 16/7/18	Child's care plan sent to the wrong family. Documents photographed by recipient and copy believed to have been uploaded to Facebook.	Personal and special category personal information	6	Paper	Documents retrieved by social worker in the evening of 16/7/18. Removal of photographed minutes from Facebook attempted. Urgent meeting convened by Caldicott Guardian to review processes	Yes 19/7/18 Level 2 incident

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					and agree actions to prevent a recurrence.	
DB201832 20/7/18	Housing benefit statement set to claimant's former address in error. Letter was redirected to the correct address through the mail re-direction service.	Name, address, details of benefit	1	Paper	Letter of apology and explanation sent to data subject. Process for updating addresses reviewed.	No Data Breach has not occurred Level 0 incident/near miss
DB201833 19/7/18	Service user reported that a family member accessed personal data about them from a notebook seen at a staff member's home when visiting.	Personal and sensitive	Approx. 25	Paper	HR Informal Conduct plan to be signed by staff. Apology sent to data subject.	No Level 1 incident
DB201834 19/7/18	Evidence used to support housing benefit claim returned to the wrong person	Financial information (bank details and evidence of payments)	1	Paper	Documents recovered from incorrect address and returned to correct recipient. Letter of apology sent. Process for mailing documents reviewed	No Level 1 incident
DB201835 26/7/18	Envelopes used by Revenues & Benefits identified as being of unacceptable quality, presenting a risk that contents could be read.	Revenue and Benefits mail high volumes of personal and sensitive data	Unknown	Paper	Envelopes retrieved before posting where possible and remaining envelopes withdrawn from use. Supplier contacted. Corporate Communication sent warning other departments to be aware and withdraw use of envelopes if necessary.	No Level 1 incident
DB201836 26/7/18	Email sent from member of the public (also an employee of PCC) to Cllr requesting information. Email was forwarded to various other staff members to enable the Councillor to respond but in doing so,	Personal data - personal email address, address information, details of enquiry	1	Email	Staff member reminded of correct process and apology sent to enquirer.	No Level 1 incident

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	revealed the address and personal email address of the enquirer.					
DB201837 31/7/18	Scanned documents sent by officer to themselves using MFD were received in error by another officer	Personal data including sensitive health information	1	Email	IT investigated cause of error. Incorrect recipient deleted documents.	No Level 1 incident
DB201838 1/8/18	Letter hand delivered to incorrect tenant' address.	Name, address, housing details	1	Paper	Letter returned by incorrect recipient and re-directed. Process for hand-delivering letters reviewed.	No Level 0 incident
DB201839 6/8/18	Email containing employee address and salary details sent to unintended recipient in error	Personal - address and salary	1	Email	Sender confirmed that the unintended recipient had double deleted the email that was sent to them in error. E-mail sent correctly.	No Level 1 incident
DB201840 7/8/18	Officer lost notebook containing contact details when attending an incident at a property.	Personal -telephone number	1	Paper	Search of the area to try to find the notebook which is still missing. Team reminded that no person identifiable information should be contained in notebooks taken off site.	No Level 0 incident
DB201841 9/8/18	Payroll files had been sent by PCC to GBC by non-secure email	Personal -payroll details	Approx 100	Email	Trend logs are show that all mail between PCC and GBC is over TLS and therefore encrypted.	No Data breach has not occurred Level 0 incident/near miss
DB201842 10/8/18	Internal email sent to an existing PCC employee attaching documents relating to another person	Personal & salary details	1	Email	Email recall request sent to unintended recipient. As the unintended recipient is a PCC employee, a request has been	No Level 1 incident

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					sent to IT to delete the email.	
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