

Appendix A - Extract from Incident Log - October 2018

Reference/Date	Description	Data Type - Personal/sensitive	Number of individual affected	Medium e.g. paper, email	Action Taken	ICO informed
DB201814 17/05/2018	Letter and children in need plan sent to wrong address Previously reported to G&A&S in June - update on outcome from ICO	Sensitive social care information in respect of children and families. Sexual and emotional abuse	3	paper - post	Incident investigated as a complaint by Children and Families. Data subject (mother) informed. Information retrieved from incorrect recipient. A meeting with Business Support Team Leader and Business Support Service Lead was held to look at improving practice around accuracy of addressing	Yes - level 2 incident. Update - ICO confirmed no further action required 14/9/18
DB201843 29/08/2018	Formal Action outcome letter sent to wrong address. Returned unopened by unintended recipient but opened by despatch to enable it to be sent to the correct person	Personal + disciplinary outcome	1	Paper/Post	Team to double check the correct address for any changes prior to sending out letters. Documented process already exists but staff reminded that they must follow this.	No - level 1 incident
DB201844 30/08/2018	Invoice showing payment for a training course for Resident A printed and scanned as part of the Housing Benefit claim for Resident B and subsequently provided to Resident B.	Personal - Name and address of a resident, details of course attended in 2016 including costs	1	Paper - via printer	Investigated by IT. Error appears to have occurred as a result of prior user not fully logging off the computer. Unintended recipient confirmed that they have shredded the document. Items printed out on the public printer to be checked prior to scanning and issuing to tenant. Location of public printer to be reviewed and possibly moved to a more visible location on the ground floor.	No - level 1 incident

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DB201845 07/08/2018	Data Subject Access Request for former employee sent to incorrect team leader within the Council for response	Name, address, driving licence and passport details	1	email	Incorrect manager asked to delete email. Process reviewed to ensure additional checks are carried out before forwarding in future	No - level 1 incident
DB201846 05/09/2018	Cover letter and confidential Children and Families report posted to a service user but delivered to incorrect address by Royal Mail.	Carer name and address and names of 2 x children. Confidential report contained sensitive information, including child safeguarding and parenting concerns	5	Post - Royal Mail (general)	Team Leader met with team to discuss letter procedure - all correspondence to go through Business Support team to provide a "double envelope" system so only covering letters are visible if mail opened accidentally.	No - level 1 incident
DB201847 07/09/2018	Member of staff was given access to incorrect account on EBS - both staff members shared the same name.	Name, address, salary, bank details, next of kin details	2	electonic	Both members of staff informed and the error corrected. All staff reminded to positively identify callers before accessing/ amending account details	No - level 1 incident
DB201848 13/09/2018	Notepad left at Clients House	Names, addresses, phone numbers, nationality, ethnic origin, disability	4	paper	Notepad recovered. Where notepads have to be used, staff reminded to record information in such a way that it does not identify individuals.	No - level 1 incident
DB201849 05/09/2018	Letters to parents relating to admissions process sent to wrong school	Name & home addresses of children	20	paper	Unopened letters retrieved from incorrect school and re-directed. Process reviewed to ensure all envelopes are double-checked before sending.	No - level 1 incident
DB201850 18/09/2018	Job application forwarded by staff member to HR to enable offer to be made to candidate but copied to another PCC officer in error.	Applications name, address, school and work history.	1	Email	Staff member attempted to recall email but unsuccessful. IT also contacted to ask for email to be recalled but unable to do so. Email sent to the incorrect recipient requesting that the email is not read and is deleted. Incorrect recipient confirmed message permanently deleted	No - level 1 incident

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DB201851 25/09/2018	EBS supplier report auto-printed to incorrect printer	Names of suppliers, addresses, bank details	300+	paper	Report collected from printer by a member of staff in another team who alerted finance. Report destroyed. IT to investigate how error occurred	No - Level 1 incident
DB201852 25/09/2018	Official Council documents containing personal data left on display in council vehicle. Vehicle was parked in public car park and seen by another PCC employee when accessing their vehicle	Client job cards containing names, addresses, and contact details of clients using the pest control service	4-5 approx.	Paper	All staff in team reminded of their obligations to protect personal data. Management checks have been put in place.	No - Level 1 incident
DB201853 03/10/2018	Member of staff in Finance using a temporary pass was not prompted to log in to the MFD and documentation in print queue belonged to Adult Social Care	Name, Address, health/mental health details	1	paper	Document returned to ASC immediately. IT investigated. Rule to be written into MFD's to wipe the link between the temporary card and the user at the end of each day.	No - Level 1 incident
DB201854 09/10/2018	Council Tax bills incorrectly inserted into other customers council tax bill envelopes by automated enveloper	Name, Address, Council Tax Reference Number, details of payments due/made including arrears/council tax support.	120 approx	Paper	Enveloper program at fault has been corrected and a definitive program written to prevent any recurrence. Replacement bills to be issued. Communications to recipients requesting return of any council tax bills sent to unintended recipients and to inform recipients of the error are being planned.	Yes - 10/10/18