

Appendix A - Extract from Incident Log - October 2018

Reference/ Date	Description	Data Type - Personal/sensi tive	Number of individuals affected	Medium e.g. paper, email	Action Taken	ICO informed
DB2018/55 17/10/18	Document sent to recipient of penalty charge notice with vehicle registration numbers removed using ineffective method enabling the recipient to remove the redaction and read the numbers.	Vehicle registration numbers	69 numbers	Paper	Matter referred to Data Protection Officer for immediate advice. A response to the member of the public who alerted us to the issue will be sent. Member of staff involved given training in how to correctly redact documents.	No - Level 1 incident
DB2018/56 10/10/2018	Member of staff's home telephone number appeared on purchase orders in error	Ex-directory telephone number	1	paper	Record within EBS corrected. Finance and HR to meet to agree process for adding information to record to mitigate risk of re-occurrence	No - Level 1 incident
DB2018/57 19/10/2018	Outcome of school teacher's moderator interview sent to incorrect recipient	Name of teacher/ school, specific feedback from their interview	1	Email	Apology email was immediately sent out with the correct letter. School that received the incorrect email asked to delete it and confirm that they have done so. Administration team concerned instructed to double check emails and attachments before sending.	No - Level 1 incident
DB2018/58 July 2018	Lost work mobile phone.	Work related names/ telephone numbers	50+	Mobile phone	Phone was encrypted and SIM blocked by Vodaphone. Phone not listed on IS Console as provided directly by service so unable to remotely wipe. Service to ensure all phones issued in future are provided via IS.	

Appendix A - Extract from Incident Log - October 2018

DB2018/59 29/11/2018	Note book containing details and case notes relating to clients and carers left in a carers home.	Names, addresses, phone numbers, NHS numbers, health information, financial information, details of family needs	13	paper	Reported immediately by the carer and the book recovered. All data subjects contacted with an explanatory letter and apology. Reported to ICO	Yes
DB2018/60 7/11/18	Mobile phone lost	The service manager who reported the incident advised that the phone did not contain personal data	0	Mobile phone	Incident also reported to IS Service Desk 7/7/2018. Phone was encrypted and SIM cancelled	No - Level 0
DB2018/61 31/10/2018	Mobile Phone lost	Service users and professional's mobile numbers	30+	Mobile phone	Incident reported to IS Service Desk. Phone was encrypted and SIM cancelled	No - Level 1 incident
DB2018/62 06/11/2018	Document belonging to an officer found in a pool car by the next officer to use the car.	Name and address of parent/child. Child's Date of Birth and high level details of concern	2	paper	Document returned to Manager of social worker. Social worker reminded of Council's Data in Transit policy	No - Level 1 incident

Appendix A - Extract from Incident Log - October 2018

DB2018/63 14/11/2018	Mobile Phone lost/stolen	Clients names, details of assessments and appointments.	Approx. 20	Mobile phone	Full search carried out by team both inside and outside of cupboard where phone was locked away. Facilities, Security and reception contacted in order to check whether phone had been handed in. Clients have been informed. Phone remotely wiped by IT.	Yes - data breach notification sent 19/11/18
DB2018/64 14/11/2018	Mobile phone lost/stolen.	Sensitive - device had access to work emails, text messages and contact details of families SW is working with	Approx 10 contacts in phone, however, phone was also linked to work email and therefore number could be much higher (100+)	Mobile Phone	Checked with lost property at the location where the phone went missing - device not handed in. Team Leader informed. Phone was encrypted and remotely wiped by IT.	No - Level 1 incident
DB2018/65 19/11/2018	Council tax bill sent to incorrect resident	Name of both liable parties, address, council tax account reference, council tax band, charge, details of council tax discount.	2 (both liable parties for the property)	Paper	Incorrect recipient confirmed letter has been shredded. Director of Community & Communications informed. Reconciliation of council tax print file and number enveloped by OPS carried out - no discrepancy so determined as isolated incident rather than an enveloping issue, and will be the result of an officer making a manual administrative error. Staff subsequently refreshed on their responsibilities and consequences of data issues.	No - Level 1 incident

Appendix A - Extract from Incident Log - October 2018

DB2018/66 22/11/18	Mail wrongly delivered by Royal Mail and opened by incorrect recipient.	Name, address, high level details of meeting with Social Worker	1	Post	Letter retrieved from incorrect recipient and delivered to correct address. Data Subject informed.	No - Level 1 incident
DB2018/67 28/11/18	Internal door to Modern records store not locked immediately after use by contractor carrying out repairs	Sensitive - Modern records contains personal and sensitive records in respect of service users	100,000+	Paper records	Store is in a secure area of the building and no evidence of area having been accessed. Premises locked by PCC Security. Process for when contractors are on site reviewed.	No - Level 1 incident
DB2018/68 28/11/18	Email sent to Portsmouth GP Practices requesting information in respect of an adult at risk.	Name and former address, and homeless status.	1	Email	Portsmouth Primary Care Alliance Data Protection Officer (who reported the incident to the council) has advised the GPs to assist the requester if they are in possession of the relevant information and to delete the email in question. Manager reminded the team of the appropriate route for obtaining such information is through the Adult Services Multi Agency Safeguarding Hub.	No - Level 0 incident

Appendix A - Extract from Incident Log - October 2018

DB2018/69 14/12/2018	Email sent internally to incorrect officer.	Sensitive (health)	1	Email	Email recalled and unintended recipient advised to delete the email from their inbox and all Outlook folders to ensure permanent deletion. Staff reminded of importance of checking recipient details before sending email.	No -Level 1 incident
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