

PCC Reference	Date reported	Date of incident	Description	Data type - personal/sensitive?	Number of people's information/records involved?	Medium e.g. paper, email	Action taken	ICO Informed - Yes/No?
DB201940	03/07/2019	03/07/19	Universal credit information sent to incorrect address due to error uploading information	Personal/sensitive - names, addresses, personal finances (income benefits entitlements)	2	Post (though generated electronically)	Apology sent to those concerned. Appropriate measures will be put in place to ensure no further incidents occur.	No
DB201941	10/07/2019	09/07/2019	Letter including health information hand delivered to the incorrect address.	Personal - Client's name Sensitive - health information and pregnancy	1	Paper	Social worker was sent to the address to retrieve the letter. Process put in place to double check addresses.	No
DB201942	10/07/2019	10/07/2019	Housing decision letter was sent to a client's former address and opened by the current occupier.	Personal - name, letter acknowledges difficulty at the current address and the potential addresses that the LA will consider for the purpose of relocating the tenant.	1	Paper	Incorrect recipient contacted. Confirmed that the letter had been opened and destroyed. Unable to retrieve. Process out in place to ensure addresses are updated in a timely manner.	No
DB201943	05/07/2019	05/07/2019	Emails containing personal data found on top of printer in Civic Offices	Personal/sensitive - details of pupil names, attendance at special school, transport dates and times.	4	Paper	Emails were retrieved by another staff member who was passing by the copier and handed in to the Information Governance team. Member of staff responsible reminded to check all paperwork has been collected before leaving the printer.	No

DB201944	11/07/2019	11/07/2019	Invoice containing a list of individuals who had been subject to a DBS check emailed to an incorrect staff member.	Name of individual subject to DBS check, name of counter-signatory and DBS reference number	33	Email	Incorrect recipient alerted team responsible and confirmed that the email had been deleted from inbox and deleted items. Staff member responsible for error reminded to check recipient before sending emails	No
DB201945	19/07/2019	19/07/2019	Email sent to unintended recipient.	Personal - names of company staff, email addresses	669	Email	Unintended recipient confirmed email deleted but had been unable to open the file. Member of staff responsible reminded to carefully check recipient before sending email.	No
DB201946	22/07/2019	19/07/2019	Paperwork relating to a family was filed in the court bundle for another family and sent to external solicitor.	Personal data - names of children, mother, fathers and grandparents. Dates of birth. Sensitive - detailed information regarding the family and their involvement with social care	10	Email	Solicitor asked to confidentially destroy paperwork. The incident occurred as a result the record being filed against the incorrect family. Check was carried out by Legal to ensure that no further records had been mis-filed and process put in place to minimise the risk of future records being mis-filed.	No
DB201947	24/07/2019	21/07/2019	Social Work Assistant mislaid a work mobile.	Sensitive - contact details of fostering service clients	Unknown	Mobile phone	Thorough searches conducted. Loss of phone reported to IT who wiped the phone due to the confidential	No

							information stored on it.	
DB201948	30/07/2019	23/07/2019	Email concerning a PCC staff member's sickness absence copied to incorrect internal email address in error	Sensitive - sickness absence and absence management details	1	Email	Email deleted by incorrect recipient and advised the data subject. Sender advised that they will review their practice with regard to sending email containing personal sensitive data	No
DB201949	18/07/2019	18/07/2019	Email concerning a family receiving support sent to wrong social worker (internal communication)	Family Name	3	email	Incorrect recipient realised the error and deleted the email and informed the sender. Staff member reminded to carefully check recipient before sending emails.	No
DB201950	05/08/2019	05/08/2019	Email containing details of a police licensing inspection visit sent to an unintended recipient outside PCC.	Personal - names of company staff. Some commercial sensitivity e.g. licensed premises address and details of visit	1	email	Unintended recipient confirmed email deleted. Sender advised to delete the unintended recipient's email address and to use the address book in place of auto address.	No
DB201951	16/08/2019	16/08/2019	Email sent to unintended recipient in PCC containing details of another staff member's secondment	Personal	1	Email	Email to unintended recipient asking them to confirm all deletions. Member of staff reminded to carefully check recipient before sending email.	No

DB201953	20/08/2019	20/08/2019	Reply to a Pre-Application Planning response sent to the wrong respondent in error due to the address being copied from database incorrectly.	Personal - name, address, planning application	1	Email	Letter of apology sent to the data subject. Unintended recipient contacted and requested to confirm permanent deletion of the email. Process put in place to prevent risk of reoccurrence.	No
DB201954	30/08/2019	14/08/2019	Email containing data in respect of deceased persons sent by non-secure email	Sensitive - health data in respect of deceased persons (to whom a duty of confidentiality is owed)	50	Email	No indication that data was intercepted but member of staff advised to process deceased person's in the same way as personal data	No
DB201955	03/09/2019	18/07/2019	Child's Single Assessment Form (SAF) printed off and shared with parent revealing the address and telephone of the father's ex-partner. Address had been automatically migrated onto the SAF by the Child Case Management System (CCM).	Personal - address and telephone number	2	Letter	Address made confidential on CCM and copies of assessments retrieved. Process out in place to ensure this field is not captured by CCM when printed to SAF in future	No
DB201956	14/09/2019	14/09/2019	Complaint received relating to Tourist Attraction operated by a third party sent to them to respond. Complainant did not want it forwarded.	Name, address, email address, details of complaint	1	email	Third party asked to delete email and apology sent.	No

DB201957	17/09/2019	17/09/2019	Email sent to wrong recipient as a result of selecting incorrect name from auto-filled addresses	Name, address, details of planning application	2	email	Recipient (at another local authority) replied advising officer of error and deleted email. Member of staff reminded to carefully check email address before sending.	No
DB201958	17/09/2019	17/09/2019	Letter hand delivered to wrong address	Name, address, details of rent arrears	1	paper	Incorrect recipient visited but not at home. Email sent asking them not to open letter and return it. Advised by the occupant at the incorrect address that their dog had destroyed the letter so unable to retrieve.	No
DB201959	08/10/2019	08/10/2019	The Views and Wishes form from Barnardo's for a child sent out in error to the family of another child.	Child A's name and date of birth, existence of child protection conference, child's views on family situation.	2	Paper - post	Social Worker retrieved the form and returned it to the office. Reported to the team leader in Service quality team and process out in place to double check envelope contents prior to posting.	No
DB201960	16/10/2019	16/10/2019	Officer's car broken into and PCC laptop (encrypted) stolen from the boot.	Personal/sensitive	Unknown	Laptop	Crime reported to the police. PCC Laptop - Login and Network secured.	No
DB201961	18/10/2019	04/10/2019	Email address and contact number (which appear as business contact details) were not redacted on	Personal	1	Website	Letter redacted and re-published. Apology made. Staff reminded that business contact details may be personal data and must be treated as such.	No

			objection letter viewable online.					
DB201962	18/10/2019	18/10/2019	Letter to person making council tax enquiry contained a Direct Debit Guarantee confirmation for another resident.	Personal -name, address and bank account details (bank account name, sort code and last 4 digits of the account number).	1	Paper	Direct debit guarantee returned by the unintended recipient. Managers informed. Process out in place to double check contents of envelope prior to posting.	No
DB201963	18/10/2019	18/10/2019	Email sent to incorrect recipient in another authority due to autofill on email.	Personal - name, address	1	Email	Email recalled by sender prior to being opened. Reminded to carefully check recipient before sending emails.	No
DB201964	18/10/2019	18/10/2019	Office copy of Landlord Gas Safety Certificates for residents of PCC owned properties within Portsmouth found by member of staff in Communal Recycling Bin.	Name, address, contact number and signature of tenant, name of third party gas operative	Approx. 200	Paper	Paperwork retrieved from the bins. Other communal bins in the surrounding areas checked, to ensure no further documents have been disposed of incorrectly. Third party service provider informed.	No

DB201965	04/11/2019		Laptop stolen from officer whilst waiting at a bus stop	Laptop was password protected. Nothing saved locally, all personal data saved to W Drive.	N/A	Electronic - PCC Laptop	IT ServiceDesk disabled the IT user account. The laptop also had the staff member's access card for case management system - account disabled.	No
DB201966	08/11/2019		File released from Modern Records containing personal data thought to be missing (subsequently found and had been issued to another staff member)	Sensitive	Less than 10	Paper - file	Searches for missing files instigated and subsequently found. Recommendation for Modern Records to review the process for issuing files and revise the document request form to require name and contact details of recipients.	No
DB201967	09/11/2019		Use of CC in place of BCC in an email resulting in the disclosure of a personal email address without the individual's consent	Personal - email address	1	Email	Advised sender to apologise to the data subject and the unintended recipients and to ask the recipients to delete the email address from their inboxes permanently. Staff member also advised to complete the PCC IG training as more than 12 months since last completed.	No

DB201968	14/11/2019	12/11/2019	Letter relating to a child sent to the wrong family member due to details in the Case Management System being out of date. The family member (who does not have parental responsibility for the child) then presented the letter at the Civic Offices and was provided with the further information to which he is not entitled.	Sensitive- child protection concerns	3	Paper	Data subjects informed and apology given Record to be updated with correct detail. Discussion in team meeting about the importance of records being accurate and all case handlers to be responsible for checking their own cases are accurate	No
DB201969	18/11/2019	14/11/2019	Letter from carer included in Care Order letter sent to parents in error. The carers address should not have been known to parents.	Personal - confidential address	1	Paper	All letters to be double checked by higher grade officer.	No

DB201970	18/11/2019	18/11/2019	Incorrect files regarding a child emailed to other professionals in error (police, nurse, tutor)..	Sensitive- child protection files	1	Email	Sender attempted to recall message unsuccessfully. Unintended recipients advised to delete the items from their email folders. Extra vigilance with regard to managing folders containing files and attaching files to emails advised	No
DB201971	20/11/2019	20/11/2019	Invoice sent to income & payments team including unnecessary personal information.	Personal - name, d.o.b	1	email	Sender reminded to remove all personal data before forwarding for payment	No
DB201972	19/11/2019	19/11/2019	Bundle of paperwork originating from a PCC service (which no longer exists) found by a member of the public.	Sensitive - identifiable child's medical needs.	1	Paper	Member of PCC staff retrieved all of the paperwork from the member of public. Unable to establish how it was compromised. Paperwork has now been securely destroyed. Contacted Service Lead to ensure that there are provisions in place with with regards to the safe disposal/return of records	No

DB201973	25/11/2019	23/11/2019	Officer's car broken into whilst parked on private driveway. Laptop bag was stolen from the front seat of the car, which contained PCC laptop and two case files.	Personal & Sensitive - details of service users, school attended, their family life, health, education etc.	2 reviews each relating to 2 adults and 1 child (6 people).	Paper & Electronic	Incident reported to the Police. PCC IT Services informed - laptop was encrypted. Member of staff to: - Complete Information Governance & GDPR online training, read Data in Transit Policy and be provided with a laptop bag lock. Laptop and confidential paperwork only to be transported in the boot of the car and moved into the property for overnight storage, Laptop and confidential paperwork to be locked away in secure locker in office if not necessary to remove from office overnight.	Yes - 26/11/19 Awaiting outcome
DB201974	10/12/2019	21/11/2019	Blank patient surveys posted by PCC to St Mary's Hospital, Isle of Wight, were found to contain meeting minutes. (assumed to have been collected from the printer at the same time	Sensitive - child protection details	4+	Paper	Minutes secured by St Mary's Hospital and returned to PCC	No (Level 1 incident)

DB201975	12/12/2019		Council tax bill and reminder notice issued to incorrect address	Personal	1	Paper	Council tax account amended to remove the incorrect address. Council tax bill returned to office and reminder notice destroyed. Account noted with a warning not to add incorrect address again. Issue reminder to all staff regarding adding and removing contact addresses and attention to detail in creating contact addresses	No
DB201976	13/12/2019	12/12/2019	Information relating to incorrect child disclosed in response to a request from CAFCASS. Child had the same name as the intended child.	Sensitive (allegations of abuse) though not personally identifiable	2	Email	Child B's parents informed and asked to delete the information .A review of the process for CAFCASS safeguarding letters will be undertaken to ensure that the child's electronic record matches that of the letter being requested by CAFCASS	No
DB201978	18/12/2019	11/12/2019	Paperwork containing personal details redirected within Civic Offices without being secured in an envelope	Personal, sensitive, child' s health information	1	Letter	Individual advised of correct procedure and required to update their DP training Individual provided written confirmation that will follow the	No

							correct procedure in future	
DB201979	30/12/2019	09/12/2019	Response to Data Subject Access Request sent directly to requester by service rather than being handled by Information Governance team.	Personal - multiple staff names and contact details which would have routinely been redacted.	Approx. 15	Records were disclosed in paper form	Manager informed/team reminded of the correct process i.e. records are not to be disclosed to applicants directly. All requests are to be handled by the IG team to ensure that third party data or otherwise exempt data is redacted. Staff member asked to complete their data protection refresher training as soon as possible. Update 9/1/20 - staff member has completed and passed their refresher training.	No
DB2020001	06/01/2020	06/01/2020	Data in respect of two school pupils uploaded to the Secure Shared Environment for the incorrect infant school.	Personal - name, DOB, address	2	Shared server environment	Officer concerned to change the way they search for schools in the system to prevent confusion caused by schools with similar names. Amend the guidance for this process to highlight this potential problem to minimise future risk for other users	No

DB2020002	15/01/2020	15/01/2020	Email sent by PCC Officer to incorrect PCC Officer due to wrong selection from autofill list	Personal - name	1	email	Unintended recipient deleted email. Member of staff reminded to carefully check recipient before sending email and complete Information Governance refresher training	No
DB2020003	20/01/2020	02/01/2020	Copies of records produced to enable a response to a Data Subject Access Request to be provided could not be located.	Bundle of records containing personal and sensitive personal data in relation to housing and ASB matters.	1	Paper	Confirmed that the records were photocopies Satisfied that after an extensive search, the records were confidentially destroyed in error. Further copies of the relevant records have been requested. Going forward, a sign in/out sheet for accepting paper copies of records will be put in place.	No
DB2020004			Email sent to incorrect recipient	Name of pupil and location. Also revealed that pupil was supported by PCC Social Care.	1	Email	Immediate recall of the email (within 2 minutes of sending) and line manager informed. Recall was successful.	No