

## Data Protection Act breaches

There have been two breaches of the Data Protection Act (DPA) involving personal information since those reported to the Audit and Risk Management Committee in September 2014.

Both breaches were reported to the Information Officer in the Town Clerk's Department and neither was considered to be of a nature that it should be reported to the Information Commissioner.

### 1. **Chamberlain's Department – Financial Services Division: 20/8/14**

An employee within another Department sent an email to the inbox of Chamberlain's FOI generic email address requesting a P60. The employee had included in the email their home address and a pay remittance advice showing the total pay for June 2014. An employee in the Financial Services Division forwarded this email to the generic (shared) email address for the Chamberlain's Business Support Division resulting in more employees gaining access to this information than was necessary.

**Action:** Once it was reported by one of the recipients of the email, the Information Officer in the Town Clerk's Department arranged for the following action: staff involved were reminded to be vigilant with regards to the forwarding of personal information, especially to generic or shared email addresses. Those who should not have received the email were required to delete it and all those who were involved or affected by this breach were reminded of DPA requirements, and appropriate DPA training was assessed for the staff responsible. It was noted that the email in question remained in-house at all times.

Due to the circumstances of this incident, and the swift recovery actions, it was felt unnecessary to advise the employee whose personal information was the subject of this breach.

### 2. **Town Clerk's Department: 20/8/14**

An email, containing personal information, including accusations concerning home life, about a City Corporation employee, was submitted to the City Corporation, via the Contact Centre, from an external source. The email was subsequently mishandled by the Contact Centre and forwarded to an external email address belonging to a separate public body. The recipient at that external email address handled the email in a professional manner and immediately alerted the City Corporation as to the error with this email. They also confirmed that the email had been deleted.

**Action:** Once aware of the incident, the Contact Centre informed the Information Officer in the Town Clerk's Department. The matter was then investigated, and the performance of those involved in the incident was reviewed. It was also required that the Contact Centre review its induction and training procedures and material to include a greater emphasis on data protection. Further data protection specific training will be provided to all staff in the Contact Centre, with a programme of regular refresher training.

Given the nature of the information involved in this incident, together with the swift

## **APPENDIX 2**

actions of the external recipient, it was recommended that the individual who was the subject of the email should not be advised about this incident.