

GDPR Data Incidents & Breaches Policy

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Data Incidents and Breaches

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Dealing with Data Incidents and Breaches

This guide is designed to support colleagues in appropriately responding to data incidents.

1. Introduction

Under the General Data Protection Regulation and the Data Protection Act 2018 a personal data breach must be notified to the Information Commissioners Office (ICO), no later than 72 hours after becoming aware of a data breach (unless a breach is unlikely to result in a risk to the rights and freedoms of individuals) and in certain cases, communicate the breach to the individuals whose personal data have been affected by the breach. This procedure manual and guidance is to be read in conjunction with the Data Protection Policy and other relevant guidance. The manual describes the procedure to be followed by members of staff when they become aware of a data breach.

2. Duty to protect personal information

The school has a duty under the sixth principle of Article 5 of the General Data Protection Regulation (GDPR) and section 33 to 38 of the likely Data Protection Act 2018 to ensure that it takes appropriate technical and organizational measures to protect the personal information it holds against unauthorized or unlawful processing, accidental loss, misuse, destruction, and damage.

Despite robust policies, guidance and procedures being in place, occurrences of data incidents involving loss or inappropriate access may still occur due to human error, wilful wrongdoing or other unforeseen circumstances. This document sets out the procedure which should be followed when a data incident occurs and the expected action(s) to be taken by:

- the person reporting an incident
- the staff member/Data Protection Officer dealing with the incident
- The Data Protection Officer who will report the matter to the ICO if it is a personal data breach

3. What is a data incident?

A **Data Incident** is a process failure where it appears personal data or information in any medium (paper, electronic, laptop, data stick, etc.), including verbal information, is:

- Sent, handed, or given verbally to someone who should not have access to it
- Lost or stolen
- Accessed inappropriately either intentionally or unintentionally
- Transmitted insecurely or uploaded inappropriately to a webpage
- Disposed of in an unsecure manner.

Examples of data breaches in school include:

- A full sickness record mistakenly sent to new employer as part of a reference

- Sensitive personal data lost in the post - about a hearing to investigate complaints about exclusion from school
- Pupil personal data found at printer by another pupil
- Pupil reports sent to wrong address
- Email addressing - non-use of BCC where it would have been appropriate
- Text message re a pupil's behavior intended for their parents sent to all parents
- Data file with staff and pupil personal data accidentally placed in shared drive
- Inappropriate disclosure of pupil's information to absent father
- Sending Special (Sensitive) Personal Data via unprotected email
- Lost unprotected USB sticks including pupil data (academic progress)
- Unencrypted drives / laptops / devices stolen from staff homes / cars / bags
- School website hacked; administrator passwords stolen. The same password for website administrator access and access to the main school pupil database. Hackers access information from the database
- Stealing Special (Sensitive) Personal Data or files with personal data of pupils or staff
- Spreadsheet uploaded to website containing full details of pupil premium spending
- Parent passwords to access child information not sufficiently strong
- Poor website security: personal data left accessible by inadequate technical safeguards, e.g. inaccurate coding, inadequate penetration testing, etc.

4. When is a data incident a breach, or a near miss or no breach?

A data incident only becomes a **Data Breach** if, upon investigation by the Data Protection Officer it is found that security is breached because sensitive, protected or confidential data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so. The severity level of the data breach is determined by elements such as the number of individuals affected, the sensitivity of the information, containment of the incident, recovery of the data and assessment of on-going risk.

Investigation of a data incident can find that a **Near Miss** or **No Breach** has taken place. A **Near Miss** highlights areas at risk of data breaches but is an event that did not actually result in a breach although it had the potential to do so. For examples an encrypted email containing personal information is sent in error to a partner organisation but no personal information can be accessed; personal information sent in error to colleague or a partner organisation but it is password protected; information is lost, but recovered without any of the contents being disclosed to anyone.

An event where at first sight a data breach has occurred, but after investigation it proved not to be a breach is classed as **No Breach**, e.g.

- It was found the information was accessed legitimately

5. Reporting a data incident to the Data Protection Officer

Upon discovering a data incident staff should immediately notify the Data Protection Officer (or a member of the SLT if the Data protection Officer is unavailable) and take any steps necessary to reduce the impact of the incident. The Data Protection Officer should then:

- Complete without delay the Data Incident Reporting Form (*Appendix 1*) to collect the facts surrounding the incident
- Take any additional steps necessary to reduce the impact of the incident - for example getting information taken down from the internet, retrieving information sent to the wrong address etc.
- Notify the Local Authority/ICO as soon as possible within 72 hours unless a breach is unlikely to result in a risk to the rights and freedoms of the individual.
- Where it is clear that there is a high risk to the rights of the pupil or other data subject affected, then they must also be notified, or a parent or carer for that pupil.
- Where it is unclear advice should be sought from the Local Authority/ICO as to whether affected individuals would need to be notified.

Any data loss or data misuse incident must be reported to the Data Protection Officer.

6. What is a personal data breach?

The General Data Protection Regulation describes a personal data breach as being *a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to personal data transmitted, stored or otherwise processed*. This means that any breach of principle 6 (security) that contains personal data is likely to be a personal data breach. It is a type of security incident. However, if a complaint is made in relation to another principle this may be a breach but will not be a personal data breach.

7. When should the Information Commissioner's Office (ICO) be notified of a data breach?

When there is a risk to the rights of the individuals affected.

8. What happens if the school fails to notify the Data Controller within 72 hours?

The ICO have the power to fine the school up to 2% of their turnover.

9. When does the School become aware that the data breach has occurred?

The school becomes aware when they have a reasonable degree of certainty that a security incident has occurred that has led to personal data being compromised. This will depend on the circumstances of the breach. In some cases, it will become relatively clear from the outset that

there has been a breach. In others, it may take some time to establish if personal data has been compromised. However, the emphasis should be on prompt action to investigate an incident to determine whether personal data have indeed been breached and if so, take remedial action and notify the ICO if required. Examples include:

- A parent informs the school that they received a text or letter about another pupil by mistake and shows staff the text which provides evidence of the unauthorised disclosure. As the school have been presented with clear evidence of a breach there can be no doubt when the school became aware.
- A teacher reports a loss of an unencrypted memory stick that contained personal information relating to a pupil at the school. In cases where a small, unencrypted device is lost, it is not normally possible to determine whether someone has gained unauthorised access to the data it contains. Consequently, an incident like this would need to be notified to the ICO as there is a reasonable degree of certainty that a breach has occurred and the school would become aware when the teacher first realised the memory stick was lost.

10. What information should be notified to the ICO?

- a) Describe the nature of the personal data breach including where possible, the categories and approximate number of data subjects concerned and (does this mean the same?) the types and approximate numbers of the personal data records concerned.
- b) Inform the ICO of the Data Protection Officer's details or other contact point where more information can be obtained
- c) Describe the likely consequences of the personal data breach
- d) Describe the measures taken or proposed to be taken by the school to address the personal data breach, including where appropriate, measures to mitigate its possible adverse effects.

Flowchart - key steps for school staff reporting a data incident:

Action By	Immediate Action Required	Next Steps
<p>Any member of staff who discovers a potential or actual data incident</p>	<p>Report a potential or actual data incident to the Data Protection Officer or if the DPO is unavailable a member of the SLT.</p> <p>If you receive a phone call: obtain the name and contact details of the person notifying us, and if possible try to collect some initial facts such as:</p> <ul style="list-style-type: none"> ○ Is the incident on-going? ○ What type of information is involved? ○ Are the data subjects children or vulnerable adults? ○ How many data subjects are involved? ○ What is the likelihood of the information being recovered? ○ Who has the information been sent to? (i.e. who has seen the information?) 	<ul style="list-style-type: none"> • Take any steps necessary to reduce the impact of the incident (e.g. telephoning the premises where information may have been lost or going to an address to retrieve information sent there in error)
<p>Data Protection Officer to whom the data incident is reported</p>	<p>Collect the facts about the incident and enter them onto the data incident reporting form.</p> <p>Take any additional steps necessary to reduce the impact of the incident.</p>	<ul style="list-style-type: none"> • Prepare breach response plan which focuses on protecting individuals and their data • Report the matter to the ICO if a personal data breach has occurred no later than 72 hours after becoming aware of the incident unless the breach is unlikely to result in a risk to the rights of the individual affected • Inform affected individuals if there is a high risk to the rights of the individuals.
<p>Data Protection Officer</p>	<p>The DPO (or member of SLT) needs to make an initial risk assessment of the data incident and consider any immediate actions to reduce and/or remediate the impact of the incident.</p> <p>Where a data incident also involves loss or theft of an encrypted or unencrypted device, then the incident the DPO should report the incident to the IT Support Team and liaise closely with them in trying to resolve it.</p>	<ul style="list-style-type: none"> • Taking immediate actions to stop an on-going incident, e.g. telephoning the premises where the information may have been lost to find out if it has been handed in, going to a property to collect information sent there incorrectly, recalling emails sent to the incorrect email address. Asking unintended recipients of email to delete messages sent in error, including deleting it from their email trash.

<p>Data Protection Officer</p>	<p>The Data Subjects will be notified when there is a high risk to the rights and freedoms of the individuals. This risk exists when the breach may lead to physical, material or non-material damage for the individuals whose data has been breached. Examples of such damage are discrimination, identity theft or fraud, financial loss and damage to reputation. When the breach involves personal data that reveals:</p> <ul style="list-style-type: none"> ○ Racial or Ethnic Origin ○ Political opinions, Religious or Philosophical beliefs ○ Trade Union Membership ○ Data concerning Health or Genetic Data ○ Data concerning Sex Life or Sexual Orientation ○ Criminal Conviction <p>Such damage should be considered likely to occur and therefore, data subjects should be notified as a matter of course.</p>	<ul style="list-style-type: none"> • Informing data subjects of the incident, and if they are at risk due to the incident, giving clear advice on the steps they can take to protect themselves. • Informing the police where appropriate, e.g. where property is stolen, where fraudulent activity has taken place, an offence under the Computer Misuse Act or the GDPR has occurred.
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Flowchart - key steps for DPOs when investigating a data incident:

Action By	Immediate Action Required	Next Steps
<p>Data Protection Officer</p>	<p>→</p> <p>Once the facts surrounding the incident are gathered, The DPO investigates the cause of the incident. Each case is different but it is likely that it will involve finding answers to a series of questions such as:</p> <p>What events led up to the incident?</p> <p>Had the staff involved received sufficient levels of training to prevent the incident from happening?</p> <p>Are there written procedures setting out the expected behaviour of staff?</p> <p>Were procedures setting out expected behaviour followed?</p> <p>Does the incident involve sub-contractors? Is there a contract or agreement in place to set out expected behaviour?</p> <p>Has the same type of incident happened before?</p> <p>Has the same type of incident happened before in the school?</p> <p>How widespread is the incident?</p> <p>Is there a chance that this has routinely happened before but only just been discovered?</p> <p>Are there any others?</p>	<p>→</p> <p>In some instances, the facts around a case may be incomplete. This may be because there was a delay in reporting the incident. Any delay past 72 hours will need to be explained to the ICO. Where the facts are incomplete, it may be necessary to answer questions such as:</p> <ul style="list-style-type: none"> • Why are there gaps in the facts • Can the person (who may have left the school) be contacted in an attempt to obtain missing facts <p>Where other organisations are involved (e.g. Police) it may be necessary to work with them to gain complete understanding of the incident.</p> <p>Extra efforts may be needed to try and recover lost information, such as:</p> <ul style="list-style-type: none"> ○ Speaking to staff members to get their recollections of the incident ○ Searching in files in use at the same time as the lost information ○ Checking data in Capita Sims ○ Searching in waste / recycle bins ○ Searching on backup tapes <p>Once the incident has been investigated it should be categorised. Not all reported incidents are actual data breaches. Incidents are categorised as either:</p> <ul style="list-style-type: none"> ○ Data breach reportable to the ICO ○ Data Breach reportable to the ICO and the Data subjects ○ Non- reportable data breach ○ No breach <p>If the DPO decides that the incident should be reported to the ICO, then they will draft an email covering the incident, the actions taken and any further proposed actions. The email will be sent to casework@ico.gsi.gov.uk, copying in the Headteacher. <i>Remember to send information securely, i.e. using encrypted e-mail software.</i></p>



Flowchart - key steps for Data Protection Officer producing an action plan to reduce the likelihood of the incident recurring:

Action By			Next Steps
<p>Data Protection Officer</p>	<p>→</p> <p>Once any immediate and urgent actions have been taken and the investigation into the incident has been carried out, an action plan needs to be drawn up which is designed to reduce the likelihood of a similar incident occurring again. Every incident is different and therefore the action plan drawn up will be unique to address the set of circumstances that led up to the incident. However, across all incidents there are a number of common contributory factors that can be addressed in a similar way, e.g. changes to procedures, raising awareness, etc.</p> <p>A list of actions to address these more common contributory factors is set out in Appendix 1. The DPO should ensure that any contributory factors that are specific and unique to a particular incident are addressed.</p>	<p>→</p>	<ul style="list-style-type: none"> • Details of agreed actions, deadlines, and evidence required will be kept by the DPO and any actions carried out by the relevant member of staff. • Evidence that actions have been completed should be sent by the member of staff to the DPO.

Flowchart - key steps for Data Protection Officer monitoring an Action Plan until all actions have been completed:

Action By		Immediate Action Required		Next Steps
Data Protection Officer		<p>The case remains open until all actions required to:</p> <ul style="list-style-type: none"> ○ remediate the effects of the incident ○ reduce the likelihood of a recurrence <p>are completed.</p>		<p>Completion of actions will ensure the school is working as safely as possible thus reducing the risk of further incidents occurring.</p>

Flowchart - key steps for the Data Protection Officer closing the case and reassessing on-going risk:

Action By		Immediate Action Required		Next Steps
Data Protection Officer		<p>Once all actions included in the action plan have been completed and the level of on-going risk has been assessed the case can be closed.</p>		<p>An assessment should be made of the level of on-going risk. This should be carried out to determine whether the risk is the same, lower or higher than at the conclusion of the investigation into the risk of recurrence carried out three months earlier.</p> <p>If the risk level remains the same or is now lower, no further action needs to be taken. If the risk level is higher than at the previous assessment, the action plan needs to be revisited.</p>

Appendix 1**FreshSteps Independent School Data Incident
Reporting Form**

A potential data incident is of school-wide concern; incidents may cause distress to citizens, damage the school's reputation or result in financial penalties.

A data incident is a process failure where data in any format (paper, electronic, laptop, data stick, etc.), including verbal information, is:

- Sent, handed or given verbally, to someone who should not have access to it
- Lost or stolen
- Accessed inappropriately either intentionally or unintentionally
- Transmitted insecurely or uploaded inappropriately to a webpage
- Disposed of in an unsecure manner.

It is the responsibility of all staff to notify their line manager of any potential/actual data incident (data breach). It is the responsibility of the line manager to report it to the Data Protection Officer.

The Manager must use this form to capture the facts about the incident and send them to the Data Protection Officer immediately after the discovery of the incident.

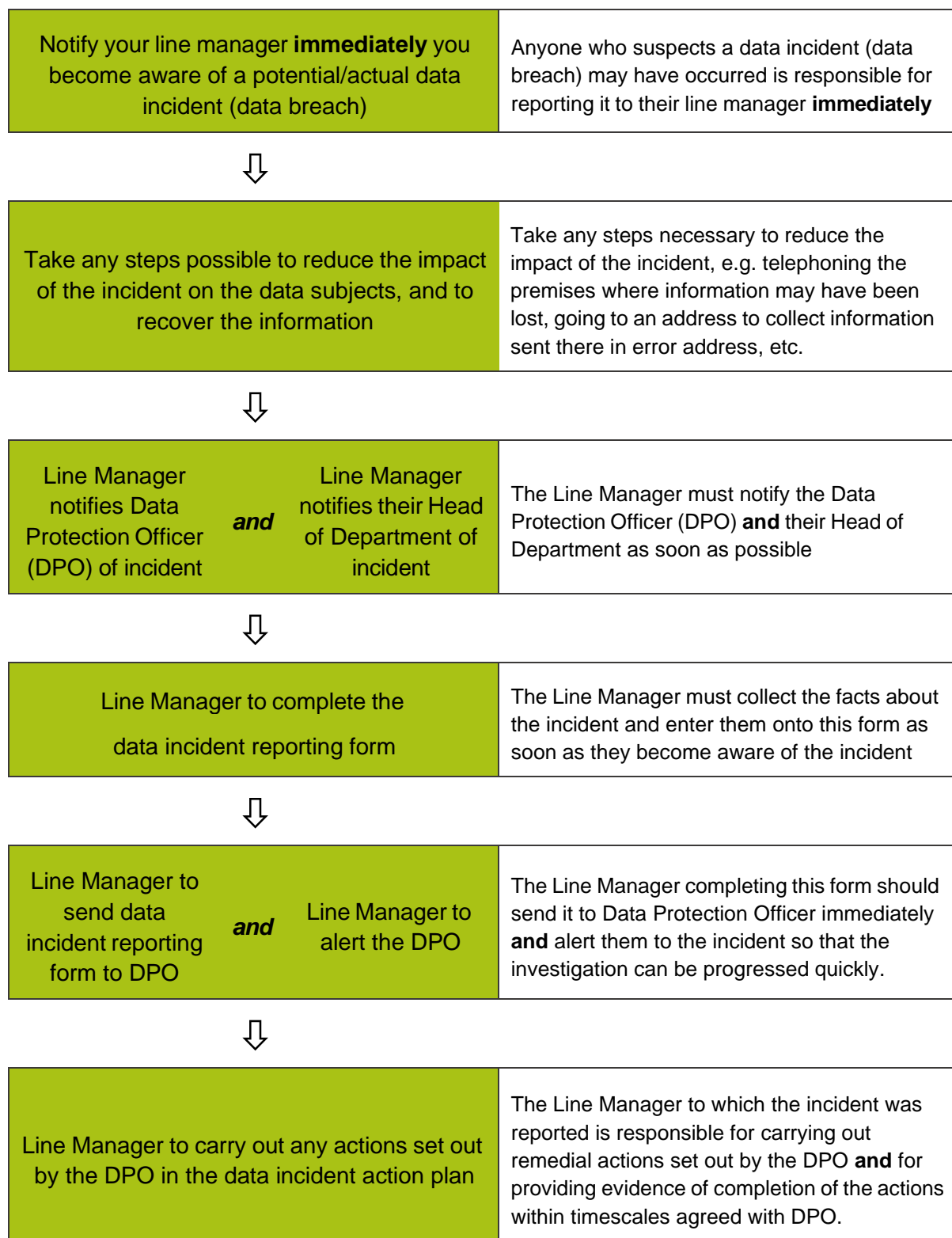
The completed form should be sent to the Data Protection Officer by email to the headteacher.

In addition, the DPO must be alerted by phone or face to face to the incident so that the investigation can progress quickly.

Appendix 1 provides guidance on completing the form.

The school has a duty under Data Protection legislation to ensure that it takes every measure necessary to protect the personal information it holds against loss or misuse. After an investigation into the incident, the Data Protection Officer will produce a data incident action plan designed to minimise the risk of a similar incident occurring; the Manager for the area in which the incident occurred is responsible for implementing the plan.

Actions to be taken where the incident occurs



Details of the incident

Please see Appendix 1 for guidance on how to complete this form.

1 Incident dates	
1.1	Date of incident Click here to enter text.
1.2	Date Line Manager became aware of incident Click here to enter text.
1.3	Date incident reported to Data Protection Officer Click here to enter text.

2 Type of incident (Check the one that applies)	
2.1	<input type="checkbox"/> Data handed to incorrect recipient <input type="checkbox"/> Data posted or faxed to incorrect recipient / address <input type="checkbox"/> Data sent by email to incorrect recipient / address <input type="checkbox"/> Verbal disclosure
2.2	<input type="checkbox"/> Intentional inappropriate access to information <input type="checkbox"/> Unintentional inappropriate access to information
2.3	<input type="checkbox"/> Loss or theft of paperwork (unsecured) <input type="checkbox"/> Loss or theft of paperwork (secured) <input type="checkbox"/> Loss or theft of unencrypted device <input type="checkbox"/> Loss or theft of encrypted device
2.4	<input type="checkbox"/> Unsecure transmission or transportation of information <input type="checkbox"/> Information uploaded to a webpage <input type="checkbox"/> Unsecure disposal of paperwork <input type="checkbox"/> Other. If 'other' describe: Click here to enter text.

3 About the information	
3.1	<p>Information Type:</p> <input type="checkbox"/> Personal Information <input type="checkbox"/> Special (formerly 'sensitive') Personal Information <input type="checkbox"/> Does not contain Personal Information

Personal information includes name, address, Email address, telephone number, user name, age, sex, financial information, marital status, IP address (where this is used in conjunction with other data which leads to identification of an individual).

Special (formerly 'sensitive') personal information includes race, nationality, ethnicity, origin, religious or political beliefs or association, sexual orientation, physical or mental health, family status, membership of trade union, criminal record history

	Description of information (e.g. case file containing health records; letter containing date of birth and address)	Click here to enter text.
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4	About the incident	
4.1	How many data subjects are affected (give exact number if possible)	Click here to enter text.
4.2	Description of incident (Describe events in chronological order starting with the earliest)	Click here to enter text.
4.3	How did you become aware of the incident?	Click here to enter text.
4.4	Describe any immediate actions taken to remediate incident	Click here to enter text.
4.5	Has the information been recovered? <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partial	
4.6	If Yes, on what date? If only partial recovery, provide details.	Click here to enter text.

5	Contact Information	
Person/Student involved in the incident		
5.1	Full name	
5.2	Job title / Student	
Person reporting the incident		
5.3	Full name	Click here to enter text.
5.4	Job title	Click here to enter text.
5.5	Work / mobile phone number	Click here to enter text.
5.6	e-mail address	Click here to enter text.
Information about the area in which the incident occurred		
5.7	Name of Line Manager	Click here to enter text.
5.7	Class Name / Number	Click here to enter text.
5.9	Head of Department	Click here to enter text.

6 Other information (optional)		
6.1	Any other information you think is important in understanding the facts around this incident that have not already been collected on this form	Click here to enter text.

Please send the completed form to the headteacher with the line: **DATA PROTECTION INCIDENT**. Mark the email as high priority.

Don't forget to alert the Data Protection Officer to the incident and let them know you have sent this form.

The following is to be completed by the DPO

7 Incident Category		
7.1	<input type="checkbox"/> Data Breach reportable to the ICO <input type="checkbox"/> Data Breach reportable to the ICO and the Data Subjects <input type="checkbox"/> Non-reportable data breach <input type="checkbox"/> No Breach	<p>After investigation all Data Incidents need to be categorised. Not all reported incidents are actual data breaches.</p> <p>If the DPO decides that the incident should be reported to the ICO, then they will draft an email covering the incident, the actions taken and any further proposed actions. The email will be sent to casework@ico.gsi.gov.uk, copying in the Headteacher.</p>

8	Data Incident Outcome	
8.1	<p>DPO to draw up an Action plan which is designed to reduce the likelihood of a similar incident occurring again. Evidence that actions have been completed should be sent by the member of staff to the DPO.</p> <p>The incident remains open until all actions are completed</p>	
	Completion of Actions:	
	Data Incident Closed	

Signed by DPO: _____

Print Name: _____

Date: _____

Signed by Headteacher: _____

Print Name: _____

Date: _____

Appendix 1 - Guidance on completing the form

1 Incident dates		
1.1	Date of Incident	The exact date that the incident occurred; e.g. the date the information was posted out, the date the memory stick was lost
1.2	Date staff member became aware of Incident	The date that the staff member discovered, or was informed, that information had been lost, stolen or sent or given to the incorrect recipient. Occasionally this date might be weeks or months following the data of the incident
1.3	Date incident reported to Data Protection Officer	The date the incident was first reported to Data Protection Officer. Ideally this would be as close as possible to the date that the staff member became aware

2 Type of incident		
2.1	Data handed to incorrect recipient	This is where information is given accidentally to a person who should not have access to that information; e.g. the wrong file given to a person; documents hand delivered to correct recipients where file also wrongly contains information relating to another person
	Data posted or faxed to incorrect recipient / address	This is where information is accidentally faxed or posted to a person who should not have access to that information; e.g. the wrong address or fax number used
	Data sent by email to incorrect recipient / address	This is where information is accidentally sent by email to a person who should not have access to that information; e.g. the email used
	Verbal disclosure	This is where information is intentionally or unintentionally revealed during conversation to a person who should not have access to that information
2.2	Intentional inappropriate access to information	This is where an individual purposefully accesses information they are not permitted, or have no business reason to access; e.g. accessing locked or unlocked paper or electronic files without permission, or need to do so to fulfil their role
	Unintentional inappropriate access to information	This is where an individual accidentally accesses information they are not permitted, or have no business reason to access; e.g. accessing locked or unlocked paper or electronic files they would ordinarily need to access to fulfil their role; e.g. an IT issue may provide individuals with access to another person's information

2		Type of incident
		on Oracle or a HR folder on the shared drive; accidentally typing in the wrong name in a CRM system
2.3	Loss or theft of paperwork (unsecured)	This is where paper files or documents become lost or are stolen; e.g. where material <u>has not</u> been transported in a secure manner such as in lockable blue bags or cases, and has been lost or stolen
	Loss or theft of paperwork (secured)	This is where paper files or documents become lost or are stolen; e.g. where material <u>has</u> been transported in a secure manner such as in lockable blue bags or cases, and has been lost or stolen
	Loss or theft of unencrypted device	This is where unencrypted electronic devices (i.e. those that <u>do not</u> have security measures implemented) such as mobile phones, laptops, ipads/tablets, memory sticks are lost or stolen
	Loss or theft of encrypted device	This is where encrypted electronic devices (i.e. those that <u>do</u> have security measures implemented) such as mobile phones, laptops, ipads/tablets, memory sticks are lost or stolen
2.4	Unsecure transmission or transportation of information	This is where electronic documents or emails are sent without encryption or password protection; e.g. from an non-secure email account, or over a non-secure connection
	Information uploaded to a webpage	This is where information is uploaded to a webpage inappropriately; e.g. posted on social media applications such as Facebook
	Unsecure disposal of paperwork	This is where information is not disposed of in an approved secure manner; e.g. where personal information is disposed of in normal waste, rather than in confidential waste
	Other	If none of the above please describe

3		About the information
3.1	Information type:	
	Personal information	Includes: <ul style="list-style-type: none"> • Name, • Address • Email address • Telephone number • User name • Age

3 About the information		
		<ul style="list-style-type: none"> • Sex • Financial information • Marital status • IP address (where this is used in conjunction with other data which leads to identification of an individual).
	Special personal information	Includes: <ul style="list-style-type: none"> • Race • Nationality • Ethnicity • Origin • Religious or political beliefs or association • Sexual orientation • Physical or mental health • Family status • Membership of trade union • Criminal record history
	Does not contain personal information	Does not contain personal information, but you wish to inform the DPO anyway that an incident has occurred
3.2	Description of information	Provide a verbal description of the information; e.g. case file containing health records; letter containing date of birth and address

4 About the incident		
4.1	How many data subjects are affected	Give the exact number of individuals whose data has been affected by the incident; if exact number not known give an estimate
4.2	Description of Incident	Provide a comprehensive description of the events that occurred in chronological order starting with the earliest.
4.3	How did you become aware of the incident?	Explain how the incident was realised; e.g. discovered by a member of staff, notified by a member of the public or data subject
4.4	Immediate actions taken to remediate incident	What actions have already been implemented to minimise the impacts for example, emails recalled, items found, data subjects informed, information collected from wrong address
4.5	Has information been recovered	Answer yes, no, or partially
4.6	If the information has been recovered, give the date	Give the date the information was recovered. If only part of the information has been recovered, provide dates of the partial recovery and the extent of the information

		recovered. Also provide details of information that <u>has not</u> been recovered, including the likelihood of it ever being recovered.
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Appendix 2 – most frequently occurring data incidents

This table contains a list of the most frequent occurrences of data incidents, along with the remedial action to be taken and the evidence required to prove that the action has been completed.

The following advice should be provided to all school staff to remind them of the need to maintain security around personal/confidential information:

- All staff members should undertake Data Protection training at least annually.
- Ensure that personal information is kept secure: lock/turn off your screen when not in use, secure information in lockable cabinets, use passwords/encryption (e.g. Office 365 encryption, Cryptshare, etc.) to share personal information.
- Colleagues should only use school IT approved encrypted electronic devices for school business; this is particularly important if devices are mobile and taken off-site (i.e. laptops, mobile phones, etc.)
- Lockable bags should be used when colleagues need to transfer/transport hard copy information.
- Double-check your email/letter address (or have a colleague do this) before you sent it. Ensure that you have the correct address.

Data Incident	Remedial action	Evidence required
No established procedure on dealing with personal information, and/or procedure not properly documented, and/or colleagues not receiving adequate procedure training, and/or procedure not being followed.	Write procedure and train colleagues accordingly.	Copy of procedure. Email confirmation from manager that training has taken place.
Staff have not received (refresher) Data Protection training.	Undertake Data Protection training.	Copy of training certificate.
Staff knowingly, wilfully and wrongly accessed information (i.e. information not pertinent to their role, without line management approval, etc.)	Disciplinary action.	Email confirmation from line-manager that disciplinary action is being taken.

<p>Incorrect personal information held in pupil school management information system (e.g. wrong address or phone number, email address, etc.).</p>	<p>Correct the information held and review the process for minimising the recording of incorrect information in the future.</p>	<p>Email confirmation from staff member that information has been updated and copy of new procedure sent to staff.</p>
<p>Information transported insecurely, e.g. pupil files carried in plain sight on the seat of car</p>	<p>Provide staff with lockable bag/mail pouch. Ensure that the importance of using secure bags is communicated to all staff and that it is included in the procedure transferring / transporting records.</p>	<p>Copy of a communication to staff. Copy of procedure.</p>
<p>Personal/confidential information sent by unencrypted email (or without a password). Information shared from or stored on unencrypted/non IT Approved electronic devices and/or on non IT approved Cloud storage.</p>	<p>Ensure that the importance of using encryption and always using only officially approved electronic devices is communicated to all staff, i.e. do not use your own mobile phone, laptop, tablet for work purposes. Ensure that it is included in an IT Acceptable Use Policy/procedure. Ask the recipient of the information to delete it and also remove it from their deleted items folder. Ensure that Cloud storage (if applicable) is deleted too.</p>	<p>Copy of any team meeting minutes/memo re communication to staff. Copy of procedure. Confirmation from recipient that information has been deleted.</p>
<p>Issues with outgoing correspondence e.g. an incorrect recipient.</p>	<p>Always double-check letters/emails (or have a colleague do this) before they are sent to ensure that the (email) address is correct. Always include 'private, personal, confidential' above the name and address of the recipient of a letter. Ensure that it is included in the procedure.</p>	<p>Copy of letter template. Copy of procedure.</p>

<p>Incorrect documents picked up or documents left behind on the printer/photocopier.</p>	<p>Wherever possible, staff should stay with the printer/photocopier whilst printing/copying is in progress and ensure that all hard copies are collected. Care should be taken that no other documents are accidentally picked up (i.e. documents left behind by another user). Ensure that it is included in the procedure.</p>	<p>Copy of procedure.</p>
<p>Devices stolen or misplaced.</p>	<p>Ensure the school encrypts all its computers and other devices wherever it is practicable to do. Make sure staff understand the importance of using encryption, password protection and storage devices correctly and securely. Ensure that it is included in the procedure. If a device is misplaced and later found e.g. at a pupils home, establish who has access to it and that it is secure whilst it awaits collection. Let IT Support and Police know of the loss/theft.</p>	<p>Copy of procedure. Correspondence from IT and Police.</p>
<p>Inappropriate discussion of confidential case details with colleagues who are not involved in the case or with other 3rd parties.</p> <p>Confidential case discussion in a public area or open plan office.</p> <p>Inappropriate discussion of a case with a parent of a pupil whilst other family members/carers or other parents are also present.</p>	<p>Ensure that staff are aware of the importance of keeping personal information personal, and that they are aware of:</p> <ul style="list-style-type: none"> ○ what they can and cannot share with colleagues/agencies ○ their surroundings when discussing a case (i.e. can they be overheard) the need to obtain the pupils/parent consent before discussing their personal information in front of their family members/carers. <p>Undertake Data Protection training.</p>	<p>Copy of procedure. Copy of training certificate.</p>

<p>Sharing of personal/confidential information on social media or other online tools or cloud storage.</p>	<p>Ensure that staff are aware of the importance of keeping personal information safe and that they should not generally, use social media, online tools, cloud storage for sharing, saving, communicating personal information. Ask the person who uploaded the information to remove it from social media. Ensure that it is deleted from cloud storage too.</p>	<p>Copy of procedure. Confirmation from person who uploaded information that information has been deleted.</p>
<p>Incorrect disposal of confidential waste.</p>	<p>Ensure that staff are aware of the importance of disposing of all confidential waste in the confidential waste bins provided.</p>	<p>Copy of procedure.</p>

