

BIG BROTHER WATCH

A Breach of Trust

How local authorities commit 4 data breaches every day

A Big Brother Watch Report

August 2015

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Executive Summary

We are handing over more of our personal data than ever before to local authorities in exchange for more efficient and better targeted service. As part of this deal we expect that the information will be kept secure and those who have access to the information are properly trained.

A Breach of Trust shows that between April 2011 and April 2014 there have been at least **4,236 data breaches**. These findings are part of a wider trend. *Local Authority Data Loss*, a previous Big Brother Watch report into data loss by local authorities found that between July 2008 and July 2011 personal data had been **lost 1,035 times**.¹ The increase in four years is dramatic.

It is not just the number of the breaches which raise concerns, but the lack of proper punishment. Despite more than **400 instances of loss or theft**, including **197 mobile phones, computers, tablets and USBs** and **600 cases where information was inappropriately shared**, just a single person has faced criminal sanctions and only **50 have been dismissed**.

A Breach of Trust highlights a number of major issues which need to be resolved. Until proper punishments for the misuse of personal information is implemented the problem has the potential to grow, particularly as the gathering of data increases year on year with new technologies and a move to paperless systems.

Imposing tougher penalties for the most serious of data breaches has received widespread support from a variety of organisations and individuals, including the Information Commissioner's Office, the Justice Select Committee and the Home Affairs Select Committee.

Many breaches occur due to some form of human error, due to poor training or staff being unaware of their responsibilities. As it stands data protection training is not compulsory for those handling personal information. This needs to be rectified.

Both the public and the staff working in local authorities need to be able to trust that when a breach occurs it will be treated with the same approach across all organisations. This should include a duty to inform people when their personal information may have been involved in a breach.

Big Brother Watch propose a number of policy recommendations which would help to deter wrongful access of personal information, reduce accidental breaches and improve the level

¹ Big Brother Watch, *Local Authority Data Loss*, November 2011: <http://bigbrotherwatch.org.uk/la-data-loss.pdf>

of standardisation across local authorities.

These recommendations are:

1. The introduction of custodial sentences for serious data breaches.
2. Where a serious breach is uncovered the individual should be given a criminal record.
3. Data protection training should be mandatory for members of staff with access to personal information.
4. The mandatory reporting of a breach that concerns a member of the public.
5. Standardised reporting systems and approaches to handling a breach.
6. The extension of the ICO's assessment notice powers to cover local authorities.

It is vital that the security of our personal information is a priority for local authorities. It will never be possible to eradicate the loss of data entirely, but by adopting these proposals breaches and errors can be kept to a minimum.

Key Findings

All figures are for the period 1st April 2011 - 1st April 2014 unless otherwise stated.

- In the past three years there have been **4,236 breaches** in local authorities, including at least:
 - **401 instances of data loss or theft**
 - **628 instances of incorrect or inappropriate data being shared on emails, letters and faxes**
 - **159 instances of data being shared with a third party**
 - **99 cases of unauthorised people accessing or disclosing data.**
 - **658 children's personal data** was involved in a data breach.
- Specific examples of data breaches include:
 - **5,293 letters** were sent to the **wrong address or contained personal information** not intended for the recipient.²
 - **197 mobile phones, computers, tablets and USBs** were either **lost or stolen** (NB: full breakdown in Table 2, p.6)
 - **260 breaches** involved **"sensitive" or confidential personal** information.
- **68%** of cases involved **no disciplinary action.**
- Where action was taken, **2.1%** of the data breaches resulted in **resignation or dismissal**
 - **39 cases led to a resignation.**
 - **50 members of staff were dismissed.**
- Only **1 court case** relating to data protection has taken place. An employee of **Southampton Council** was successfully prosecuted by the ICO for having *"transferred highly sensitive data to his personal email account"*.

² In many cases breaches that involved a number of people were treated as a single breach.

Notable Incidents

Glasgow City Council:

- 75% of the 197 reported instances of **loss or theft of equipment** in this report took place at Glasgow City Council.
- On 677 occasions, a landlord received a letter intended for a tenant. On 1130 occasions, a tenant received a letter for a landlord. These errors were recorded as a single error. No disciplinary action was taken as an error in the system was to blame

Havering City Council:

- The adoption team **shared information about a child** in a letter to a family with no affiliation with that child. No action was taken

Lewisham City Council:

- A social worker accidentally left a **bundle of papers on the train**. The bundle included personal/sensitive data **relating to 10 children** and included: detailed confidential records about the children and family with names, addresses and dates of birth, third party information in relation to sex offenders as well as police reports and child protection reports. The individual resigned during disciplinary procedures.

Aberdeenshire City Council:

- An **unencrypted laptop** containing the **details of 200 schoolchildren** was stolen. The laptop was later recovered, no disciplinary action was taken but the matter was reported to the ICO.

Hammersmith and Fulham City Council:

- 4 data breaches, classed as cases of "**accidental and deliberately unlawful disclosure or processing**", were punished with an internal disciplinary. A further 51 data breaches with the same classification received no further action and one instance of "*data theft*" was met with "*no further action*".

Cheshire East Council:

- **Inappropriate use of CCTV** was reported. A CCTV operator watched part of the wedding of a member of the CCTV team. They were issued with "*Management instruction*" on future use of equipment.

Key Tables

Table 1: Top Ten - Highest number of data breaches

This table shows the local authorities that have reported the largest number of data breaches between 1st April 2011 and 1st April 2014.

No.	Council	No. of Data Breaches
1	Brighton and Hove	190
2	Sandwell	187
3	Telford and Wrekin	175
4	Peterborough	160
5	Herefordshire	157
6	Glasgow City	128
7	Doncaster	106
7	Essex	106
8	Lincolnshire	103
9	Wolverhampton	100
10	Hammersmith and Fulham	99

Table 2: Breakdown of physical losses and thefts

Technology	Stolen	Lost	Unknown/Other	Total
Laptops	68	4	3	75
PC/Computer	7	12	0	19
Blackberry	6	31	1	38
iPad	4	4	0	8
Tablet	1	1	0	2
Memory Stick/USB	14	19	4	37
Mobile Phone	4	12	2	18
Total	104	83	10	197

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Policy Recommendations

1. A custodial sentence should be an available punishment for serious data breaches

Current penalties for serious data breaches do not deter individuals who are seriously considering breaking the law. Judges presented with serious data breaches should be able to hand out custodial sentences if the perpetrator is found guilty of a serious breach.

The legislation to make breaching Section 55 of the Data Protection Act 1998 (DPA) punishable with a custodial sentence already exists in the form of Section 77 of the Criminal Justice and Immigration Act.³ Enacting this small piece of legislation would show that the Government is serious about safeguarding the privacy of individuals.

The introduction of custodial sentences has been backed by the Information Commissioner's Office (ICO), the Justice Select Committee, the Home Affairs Select Committee, the Joint Committee on the Draft Communications Data Bill, Lord Leveson in the Leveson Review and Stephan Shakespeare in the Shakespeare Review.

2. Serious data breaches should result in a criminal record.

Individuals who carry out a serious data breach are not subject to a criminal record. An individual could therefore resign or be dismissed by an organisation only to seek employment elsewhere and potentially commit a similar breach. In organisations which deal with highly sensitive data, knowing the background of an employee is critical.

3. Data protection training within local government should be mandatory.

Knowingly breaching the DPA is only part of the issue. Concerns exist at the ease with which a breach can unwittingly occur due to poor training and management. This can be avoided by ensuring that anyone who works with personal information is comprehensively aware of their responsibilities and the proper procedures.

4. The mandatory reporting of a breach that concerns a member of the public.

When we give information to a local authority we expect it to be properly protected. When this fails to happen we should have a right to know why. It is important that whenever a breach occurs the people involved are informed as soon as possible. This will allow the individual to take action to mitigate the breach.

³ Section 77, *Criminal Justice and Immigration Act 2008*:
<http://www.legislation.gov.uk/ukpga/2008/4/section/77>

5. Standardised report systems and approaches to handling a breach.

Our research shows that there is no standardised response for a local authority when dealing with a breach, raising postcode lottery concerns. To remove confusion and improve confidence it is important that all local authorities act in the same way to prevent data breaches from occurring and respond when they do occur.

6. The extension of the ICO's assessment notice powers to cover local authorities.

The Information Commissioners Office (ICO) has the power to inspect the data handling arrangements of an organisation. These 'assessment notice' powers are used as part of the inspection regime for NHS bodies and central government departments. It should be the case that local authorities, which also hold large amounts of our data are treated in the same way. It would also provide the ICO with a more powerful tool for enforcing the protection of our data.

Local Government and Data Protection

Penalties for breaching the Data Protection Act 1998

The Data Protection Act (DPA) states that whenever information is collected it should be done so for “*legitimate purposes*” and when used it should not adversely affect the individuals it relates to.

Whilst the DPA’s aims are laudable its effectiveness is undermined by **Section 55**, which covers the unlawful obtaining and disclosure of personal information. As previously stated the most severe penalty under this section is a small fine, or for more serious breaches an appearance at the Crown Court with the possibility of a more substantial fine of £500,000.⁴

Big Brother Watch has repeatedly called for custodial sentences to be introduced to provide a real deterrent to those who misuse personal information. Introducing Section 55 custodial sentences has also been called for by the ICO,⁵ the Justice Select Committee,⁶ the Home Affairs Select Committee,⁷ the Joint Committee on the Draft Communications Data Bill⁸ and Lord Leveson.⁹

Whilst fines may, at first, appear to be a strong deterrent, on closer inspection it is clear that they have not reduced data breaches or indeed raised awareness amongst staff and organisations of the severity of data loss or data breach.

For example, **Glasgow City Council** was fined £150,000 following the theft of two unencrypted laptops which held 20,143 names and addresses along with the bank details of over 6,000 people. This may sound substantial but when set against the scale of the breaches repeatedly committed by the council it quickly loses its impact. It is worth noting that the Council has revealed a further 74 unencrypted laptops which are unaccounted

⁴ Information Commissioner’s Office, *Information Commissioner’s guidance about the issue of monetary penalties prepared and issued under section 55c (1) of the Data Protection Act 1998*, 2015, p. 5: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/422792/ico-guidance-money-penalties-2015.pdf

⁵ Justice Committee, *The functions, powers and resources of the Information Commissioner*, Page 13, Paragraph 33: <http://www.publications.parliament.uk/pa/cm201213/cmselect/cmjust/962/962.pdf>

⁶ BBC News, *MPs call for tougher personal data abuse laws*: <http://www.bbc.co.uk/news/uk-politics-15465349>

⁷ Home Affairs Select Committee, *Report on Private Investigators*, p. 14: <http://www.publications.parliament.uk/pa/cm201213/cmselect/cmhaff/100/100.pdf>

⁸ Joint Committee on the Draft Communications Data Bill, *Final Report*, Section 5, Paragraph 226: <http://www.publications.parliament.uk/pa/jt201213/jtselect/jtdraftcomuni/79/7908.htm#a31>

⁹ Rt. Hon. Lord Justice Leveson, *An Inquiry into the Culture, Practises and Ethics of the Press*, Vol. III, Part H, Chapter 5, Paragraph 2.93

for.¹⁰

Even more concerning is that our research has found of the 197 reported instances of loss or theft of equipment 148 took place in Glasgow; this is a staggering 75%.

The ability to change this has already been legislated for. Under **Section 77 of the *Criminal Justice and Immigration Act 2008*** ministers can amend the DPA to give the courts the option of handing down custodial sentences of up to 2 years for the most serious offences. However Section 77 has never been enacted and waits for final approval before becoming law.

During an evidence session of the Health Select Committee, Barbara Keeley MP summed up the view of the current sanction regime: calling it a “joke”.¹¹ This is a view that will prevail until action is taken.

In its report on Private Investigators, the Home Affairs Select Committee called on the Home Secretary to strengthen the penalties available for data protection cases, arguing that “*the current fine – typically around £100 – is derisory. It is simply not an effective deterrent*”.¹²

A further failing of the DPA is that data protection breaches are classed as civil offences. Anyone who knowingly commits a breach will not receive a criminal record. This raises the potential for an individual to gain further employment that allows them to access personal information, despite the fact they have been punished for committing a data protection offence in a previous job.

Until the gaps in the system are addressed, breaches will continue to occur. In its current form the DPA doesn't represent a workable deterrent to those who are intent on illegally obtaining and disclosing personal information.

Standardisation in Local Authorities

According to our findings, 167 (38%) of all local authorities reported no data breaches between 2011 and 2014.

It is probable that local authorities are using different criteria to determine what is and what isn't a breach. This is unhelpful. It creates a false impression of the scale of the problem and opens some local authorities (which may have stricter reporting criteria) to unfair criticism

¹⁰ Information Commissioner's Office, *ICO fines Glasgow City Council £150k*, 7th June 2013: <https://ico.org.uk/about-the-ico/news-and-events/news-and-blogs/2013/06/ico-fines-glasgow-city-council-150k/>

¹¹ Health Select Committee, *Oral Evidence: Care.data database*, HC 1105, 25th February 2014, p. 39: <http://data.parliament.uk/writtenevidence/committeeevidence.svc/evidencedocument/health-committee/handling-of-nhs-patient-data/oral/6788.pdf>

¹² Home Affairs Select Committee, *Report on Private Investigators*, p. 14: <http://www.publications.parliament.uk/pa/cm201213/cmselect/cmhaff/100/100.pdf>

when compared to others.

Additionally it is often the case that similar breaches are met with wildly differing responses. Some examples are that Hammersmith and Fulham met two instances of “data loss” with disciplinary action but allowed a further 41 to be treated with no further action.

One stand-out example is the decision of Welwyn Hatfield Council to give an employee a verbal warning because they failed to bcc an email, whilst others such as Wyre Council took no action. Clearly this is a case that would merit a more restrained approach than disciplinary action.

Further issues are raised by the large number of cases where no information was provided. This was mainly because the information itself wasn’t held. A lack of information on what breaches have taken place make it very difficult to ensure that lessons have been learned.

The Duties of a Data Controller

The Information Commissioners Office (ICO) describe a data controller as:

“a person who (either alone or jointly or in common with other persons) determines the purposes for which and the manner in which any personal data are, or are to be, processed.”¹³

By this description the data controller can be either an individual or an organisation.

Guidance, produced by the Department of Justice, highlights the “*purposes for which, and the way in which personal data are, or will be, processed*” as being key to the role.¹⁴

The ICO guidance adds that data controllers must ensure that any processing of personal data they are responsible for complies with the Data Protection Act. As previously stated this should be done for “*legitimate purposes*” and should not adversely affect the individuals it relates to.

The data controller, in this case the local authorities, must always know what their responsibilities are and fully understand what must be done to adhere to them.

¹³ Information Commissioner’s Office, *Key Definitions of the Data Protection Act*: <https://ico.org.uk/for-organisations/guide-to-data-protection/key-definitions/>

¹⁴ Ministry of Justice, *Guidance: Data Controllers’ responsibilities*: <https://www.justice.gov.uk/downloads/information-access-rights/data-sharing/annex-g-guidance-data-controllers.pdf>

There has been some confusion over the difference between a “data controller” and a “data processor”. More detail see the ICO’s guidance on the topic.¹⁵

Assessment Notices

Under the Coroners and Justice Act 2009 the ICO was given the power to undertake ‘compulsory’ audits “*of certain data controllers*”. This allows the Commissioner to force any organisation to comply to a voluntary audit.

In the most recent Code of Practice the Commissioner notes that the powers are best seen as a necessary “*backstop*”. He goes on to point out that although he has not needed to serve any notices their existence alone has encouraged organisations to sign up to the voluntary scheme.¹⁶

The process originally focused on the inspection of central government departments. Following this the ICO advocated that the system be extended to cover NHS bodies who despite dealing with large amounts of personal information, tended to be less than forthcoming in voluntary compliance. This extension was granted in 2014.

¹⁵ Information Commissioner’s Office, *Data controllers and data processors: what the difference is and what the governance implications are*, page 4: <https://ico.org.uk/media/for-organisations/documents/1546/data-controllers-and-data-processors-dp-guidance.pdf>

¹⁶ Information Commissioner’s Office, *Assessment notices code of practice*, p. 2: https://ico.org.uk/media/1534/assessment_notices_code_of_practice.pdf

Table 3: Full Local Authority Breakdown

When entries under “action taken” have not included any form of disciplinary action the entry has been simplified to say “no disciplinary action”.

Organisation	Number of Data Breaches	Number of Instances	Outline of DPA breach	Action taken	Resignation	Conviction
City of London and London boroughs						
City of London	26	1	Hard copy documentation left on a bus while being transported between offices	Written Warning	No	No
		1	Email sent to incorrect email address (external)	No disciplinary action.	No	No
		1	Four completed annual appraisal forms emailed to all four staff Members in same email.	No disciplinary action.	No	No
		1	Email sent to multiple recipients, using the 'To' field instead of 'bcc'	No disciplinary action.	No	No
		1	Rucksack stolen during a mugging.	No disciplinary action.	No	No
		2	Stolen laptop (personal and unencrypted).	No disciplinary action.	No	No
		1	Accidental disclosure on website (Committee Report).	No disciplinary action.	No	No
		7	Email sent to multiple recipients,	No disciplinary action.	No	No

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			using the 'To' field instead of 'bcc'			
		1	Email sent to incorrect email address (internal).	No disciplinary action.	No	No
		1	Email sent without deleting previous messages.	No disciplinary action.	No	No
		1	Email sent with unintended attachment containing recipient email addresses.	No disciplinary action.	No	No
		1	Email sent to incorrect circulation list (internal).	No disciplinary action.	No	No
		1	Email sent to multiple recipients, using the 'To' field instead of 'bcc'	No disciplinary action.	No	No
		1	Accidental disclosure on website after redaction format failed (Committee Report)	No disciplinary action.	No	No
		1	Un-redacted personal information sent in response to a Freedom of Information Act response.	No disciplinary action.	No	No
		4	Accidental disclosure on website (Committee Report).	No disciplinary action.	No	No
Barking and Dagenham	2	1	Inappropriately shared personal information to a third party.	Dismissed	No	No
		1	Information not provided	Disciplined Internally	No	No
Barnet	Refused: Cost and Time					
Bexley	No DPA Breaches					
Brent	1	1	Accessed confidential council data regarding a family member	Final Written Warning	No	No
Bromley	No DPA Breaches					

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Camden	6	1	Breach of confidentiality.	Case open.	No	No
		1	Breaches of Council policies etc.	Employee resigned.	Yes	No
		1	Breach of confidentiality.	No disciplinary action/additional training.	No	No
		1	Breaches of Council policies etc.	No Disciplinary Action	No	No
		1	Under Investigation	Under Investigation	No	No
		1	Internet/email abuse/Breach of confidentiality	Informal action.	No	No
Croydon¹⁷	2	1	December 2012 - information was inadvertently shared via a secure online portal with prospective bidders for a contract with the Council.	Reported to the ICO - Procedures were revised and additional advice and training was provided.	No	No
		1	April 2013 - during a secure courier transfer, a hardcopy file was lost in transit. As a result of this loss changes were made to the secure transfer contract.	Reported to the ICO - Upgrade DX package to include tracking. DX procedure to be updated. Inform Data Subject.	No	No
Ealing	29	29	Information not provided	No disciplinary action	No	No
Enfield¹⁸	2	1	Failure to follow work process causing a breach of DPA	Disciplined Internally	No	No
		1	Inappropriate sharing personal data with an ex-colleague that was previously dealing with the case	Disciplined Internally	No	No
Greenwich	No DPA Breaches					

¹⁷ Questions 1-4 refused due to cost and time.

¹⁸ Response notes 41 "security incidents" 50% of which were DPA related.

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Hackney	Refused: Cost and Time					
Hammersmith and Fulham	99	4	Accidental and deliberately unlawful disclosure or processing	Disciplined Internally	No	No
		2	Data loss	Disciplined Internally	No	No
		51	Accidental and deliberately unlawful disclosure or processing	No Disciplinary Action	No	No
		41	Data loss	No Disciplinary Action	No	No
		1	Data theft	No Disciplinary Action	No	No
Haringey	Information not held in a retrievable format					
Harrow	44	31	Personal/Confidential information inadvertently shared with a third party	Disciplined Internally	No	No
		6	Personal/Confidential information inadvertently published on the Harrow Website	Disciplined Internally	No	No
		4	Personal/Confidential information stolen	Disciplined Internally	No	No
		2	Personal email accounts hacked	Disciplined Internally	No	No
		1	Disposal of personal/confidential information in an insecure manor	Disciplined Internally	No	No
Havering	50	1	Information not provided	Resigned during disciplinary proceedings	Yes	No
		1	SW hospital team flat broken down into a bag containing 2 patients' files were stolen - not recovered. Police and families notified	No Disciplinary Action	No	No
		1	Records of one family member attached to wrong adult social care	No Disciplinary Action	No	No

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			recipient			
		1	100 tenants got their neighbours rent statement. 50 tenants received 2 rent statements and 50 tenants received none	No Disciplinary Action	No	No
		1	Confidential information sent via email to her partner at another Council.	Resigned	Yes	No
		1	Data mistakenly forwarded to another Service User.	No Disciplinary Action	No	No
		1	Car stolen with details of service users, names, addresses and possible key codes. Stolen information.	No Disciplinary Action	No	No
		1	Address book containing Social Service Care Clients information left in car and car stolen from employee's driveway	No Disciplinary Action	No	No
		1	2,725 letters sent with 429 letters sent with an error	No Disciplinary Action	No	No
		1	Adoption team sent out letter to Mr & Mrs A to Southend who were holding the personal information about another child	No Disciplinary Action	No	No
		1	Prescription sent to wrong person	No Disciplinary specified	No	No
		1	Email sent to a large circulation with CVs containing personal information of 2 consultants	No Disciplinary Action	No	No

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			carrying our work on a programme			
		1	Secure email sent to wrong address. Contains interview notes on Stage 2 complaint, not names only initials	No Disciplinary Action	No	No
		1	Uniflor 5 roll out - Uniflor software to wrong person	No Disciplinary Action	No	No
		1	School had changed e-mail domain and authority had not been notified.	No Disciplinary Action	No	No
		1	email incorrectly addressed, Email contained names and date of birth of 3 service users	No Disciplinary Action	No	No
		1	1) Records of one family member appear to have been attached to the wrong record, this has resulted in breach of data protection. 2) due to poor data recording, contract letter has been sent to wrong family member of service recipient. 3) this was a "top-up" agreement letter.	No Disciplinary Action	No	No
		1	Assessment posted to family. When it arrived at the address of the family, there was nothing in the envelope. Postage had been paid at 78p, indicating the envelope must have had contents when weighed for postage rate to be applied.	Investigation - No Disciplinary Action	No	No

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		1	Worker was meant to send completed Form F reports to colleagues in havering but had been sent to some one with same name as colleague but to with aol.com address instead of @haverling.gov.uk. This was an error which the worker was unaware of. This was not reported to ICT as it was sent from an external independent worker. The recipient lives outside of UK. Upon discovering the error, I e-mailed the recipient to identify who they were and what they had done with the report. The recipient stated that they had received the report and I requested it to be deleted as it was sent to them by mistake.	No Disciplinary Action	No	No
		1	Sent fax to incorrect address went to GP surgery they assured us this information would be shredded.	No Disciplinary Action	No	No
		1	Domestic burglary - various items stolen including London Borough Having iPad.	No Disciplinary Action	No	No
		1	Complaint regarding information shared about member of family 25th Feb 2013. Following the complaint, all paperwork to	No Disciplinary Action	No	No

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			immediately handed back.			
		1	Letter containing some personal data - name - DOB sent to wrong address.	No Disciplinary Action	No	No
		1	Worker shared details of a child to another family she was working with.	Disciplinary Report will be undertaken	No	No
		1	Email sent that contained too much data.	No Disciplinary Action	No	No
		1	Email sent that contained more information than was required for the business process involved.	No Disciplinary Action	No	No
		1	Stolen iPad, stolen during a house burglary.	No Disciplinary Action	No	No
		1	Lost iPad	No Disciplinary Action	No	No
		1	Lost mobile phone	No Disciplinary Action	No	No
		1	Stolen iPad	No Disciplinary Action	No	No
		1	Stolen PC containing CCTV data	No Disciplinary Acton	No	No
		1	Email sent to a large list of recipients that had all the email addresses in the 'To' field rather than the 'BCC' field. The recipients are all personal email addresses related to Havering music school.	No Disciplinary Action	No	No
		1	Papers found in the TH car park that contain list of religious building in the borough with associated names	Currently trying to establish who lost the information	No	No

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			telephone numbers of contact for the various religious centres.			
		1	An email was sent that contained more information than was required for the business process involved.	No Disciplinary Action	No	No
		4	Email sent to the wrong recipient.	No Disciplinary Action	No	No
		1	A service user's records given to member of the public by mistake.	No Disciplinary Action	No	No
		1	Information not provided	Disciplined Internally	No	No
		10	Information not provided	No Disciplinary Action	No	No
Hillingdon	5	1	A small number of email addresses	No Disciplinary Action	No	No
		1	Social care record lost	Internal Disciplinary - Reported to ICO	No	No
		1	3rd party letter published as part of planning application	No Disciplinary Action	No	No
		1	Personal data of planning applicant provided as part of planning application information published on website	No Disciplinary Action	No	No
		1	Documents disclosed to 3rd party in application	Reported to ICO	No	No
Hounslow	41	1	Staff member discussed sickness of an employee with colleagues in another department.	Final written warning	No	No
		1	P45 Form sent to wrong employee.	No disciplinary action	No	No
		1	Incorrect email sent to a Hotmail account.	No disciplinary action	No	No

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		1	Internal breach - Councillor emailed incorrect Council officer.	No disciplinary action	No	No
		1	Evidence pack relating to parking ticket appeal sent to wrong resident.	No disciplinary action	No	No
		1	Documents relating to more than one penalty charge notice sent to PATAS accidentally.	No disciplinary action	No	No
		1	Two evidence pack cover sheets mixed up and sent to incorrect recipients.	No disciplinary action	No	No
		1	Internal breach -Misdirected internal email.	No disciplinary action	No	No
		1	Internal breach -Documents left at printer.	No disciplinary action	No	No
		1	Internal breach - Passport left at printer.	No disciplinary action	No	No
		1	Internal breach - Files left unattended.	No disciplinary action	No	No
		1	Files sent by recorded delivery lost in post.	No disciplinary action	No	No
		1	Old documents found at the property of an ex-employee.	No disciplinary action	No	No
		1	Documents sent by recorded delivery lost in post.	No disciplinary action	No	No
		1	Documents sent by special delivery lost in post.	No disciplinary action	No	No
		1	Personal Education Plan left at	No disciplinary action	No	No

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			school following meeting.			
		1	Internal breach – misdirected fax sent to wrong internal department.	No disciplinary action	No	No
		1	Letters sent to incorrect address.	No disciplinary action	No	No
		1	67 pensioner’s statements were sent to incorrect data subjects.	No disciplinary action	No	No
		1	Internal breach - Advocacy form documents left behind after internal office move.	No disciplinary action	No	No
		1	Incorrect case files sent to another authority.	No disciplinary action	No	No
		1	Internal breach - Desktop PC lost during office move.	No disciplinary action	No	No
		1	A Council laptop and dongle went missing from Uxbridge Magistrates Court.	No disciplinary action	No	No
		1	Email sent to an incorrect external email address.	No disciplinary action	No	No
		1	Documents containing assessments and support plans sent to an incorrect external recipient.	No disciplinary action	No	No
		1	Email sent to unintended recipient (member of the public).	No disciplinary action	No	No
		1	Theft of DVD camera and footage from the West London Alliance Consortium contracted Videographer.	No disciplinary action	No	No
		1	Incorrect file sent to a service user.	No disciplinary action	No	No

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	1	Ineffective redaction of personal data on published licensing petition.	No disciplinary action	No	No
	1	Previous address of resident disclosed unintentionally	No disciplinary action - Reported to ICO.	No	No
	1	Internal breach - Email sent to wrong internal recipient	No disciplinary action	No	No
	1	Burglary in social worker's home. Assessment report stolen as part of the social worker's work bag. The social worker took the report home to attend a meeting out of the borough the next day.	No disciplinary action - Reported to ICO.	No	No
	1	Housing file sent to individual's previous solicitors.	No disciplinary action	No	No
	1	Letter sent to wrong address as it was noted incorrectly by an officer.	No disciplinary action	No	No
	1	Attendance register given to unintended recipient.	No disciplinary action	No	No
	1	Documents belonging to one of the Council's contractors (Hounslow Highways) found in a black bag which was left outside a residential property.	No disciplinary action	No	No
	1	Internal breach - Email sent to incorrect internal recipient.	No disciplinary action	No	No
	1	Letter sent to incorrect recipient.	No disciplinary action	No	No
	1	Letter sent to incorrect recipient.	No disciplinary action	No	No
	1	Internal breach - Email sent to	No disciplinary action	No	No

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			incorrect internal recipient.			
		1	Internal breach - Data purported to be test data used in training session for new HR system but was actually data of a current employee.	No disciplinary action	No	No
Islington¹⁹	Refused: Cost and Time					
Kensington and Chelsea²⁰	No DPA Breaches					
Kingston upon Thames	80	80	Information not provided	No Disciplinary action	No	No
Lambeth	7	1	HR documents for 3 staff members sent to wrong address	Information not held	No	No
		1	Excel Spreadsheet emailed to an Adult Safeguarding Board	Information not held	No	No
		1	Complaints data shared with mediation service without consent	Information not held	No	No
		1	PDF document published on website in error	Information not held	No	No
		1	Conference minutes and case plans regarding 2 children sent to wrong address	2 agency worker placements ended	No	No
		1	List of Looked after Children placed within the borough sent to other boroughs in England.	Information not held	No	No
		1	Letter of complaint from an individual sent to an unauthorised	Information not held	No	No

¹⁹ Question 1 - Information not held.

²⁰ Question 5 – No information held.

			individual as part of a Subject Access Request.			
Lewisham	64	1	A young adult who was being cared for by Lewisham obtained a report containing a number of entries relating to Looked After Children in the Borough.	Reported to Police - No Disciplinary action (theft)	No	No
		1	A service user was sent a copy of a written agreement in the post that didn't belong to her, it also included a copy of a duty rota including social worker cases.	No Disciplinary action	No	No
		1	A written agreement was signed with service user, however when the service user reviewed it again at home, the heading of the agreement stated that the agreement was with a different user.	No Disciplinary action	No	No
		1	Passenger register went missing from one of our vehicles transporting clients (theft).	No Disciplinary action	No	No
		1	Monthly data for Looked after children sent to internal and health colleagues sent from the normal email account even though it was sent to the intended recipients. Data should have been sent via Secure Email.	No Disciplinary action	No	No

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		1	Child protection conference records sent to the wrong family - Information of 4 children.	No Disciplinary action	No	No
		1	A s47 report containing a report with a mothers address was provided to court and shared by the court. As a result this data was made available to the father, even though the mother wanted to keep her address confidential.	No Disciplinary action	No	No
		1	A school governor had been dismissed from their post. T2 letters including their name address and details of the appeal was sent to the wrong address.	No Disciplinary action	No	No
		1	A social worker had a break in at their home. Laptop bag stolen along with a phone, office keys and a letter from a local MP on behalf of their constituent.	No Disciplinary action	No	No
		1	Member of staff travelling on a train had her work papers (sensitive family case file) laid out on a shared table making the information visible for others to see sat at the same table.	No Disciplinary action	No	No

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	1	Social worker accidentally left a bundle of papers on the train. ²¹	Resigned during disciplinary procedures	Yes	No
	1	Schools admission appeal letter regarding a child was sent to the wrong address.	No Disciplinary action	No	No
	1	Details of 4 youths were published to the internet, this was picked up by a member of the public and linked to twitter.	No Disciplinary action	No	No
	1	An e-mail with several attachments was received by an un-intended recipient The recipient replied that he had received it in error	No Disciplinary action	No	No
	1	A memo regarding children placed for adoption that was only intended for internal circulation was inadvertently sent externally to a Lewisham adopter.	No Disciplinary action	No	No
	1	A Looked After Child Review outcome was posted to a father of another Looked After Child as it had inadvertently been placed in the wrong envelope.	No Disciplinary action	No	No
	1	A complaint was received and the reply was sent to everyone in the	No Disciplinary action	No	No

²¹ Personal/Sensitive data relating to 10 children and included: Detailed confidential records about the children and family with names, addresses and DOB's. 3rd party information in relation to sex offenders with DOB's. Police reports and child protection reports.

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			chain, including the person the complaint was about.			
		1	An email was sent out to staff to confirm their sickness absence. The person sending the email included 7 employees' records in one email instead of sending them separately.	No Disciplinary action	No	No
		1	A member of staff extracted a number of files (electronic social care records) before he left employment and present them to his solicitor during his tribunal	Left the council before the breach was highlighted - Now a legal matter	No	No
		1	The breach highlighted during the course of evidence during Employment Tribunal Hearing. Information relating to clients and individuals was used by ex-member of staff.	Left the council before the breach was highlighted - Now a legal matter	No	No
		1	Name and address of a resident was provided to an external organisation without the consent of the client	No Disciplinary action	No	No
		1	An e-mail with several attachments was received by an un-intended recipient The recipient replied that he had received it in error and I have subsequently asked that he delete it in accordance with our disclaimer.	No Disciplinary action	No	No

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		1	Confidential reports and documents relating to several Looked After Children were stolen during a burglary to a foster carer's home.	No Disciplinary action	No	No
		1	An email detailing confidential information on a looked after child was sent to the wrong party.	Verbal Warning	No	No
		6	An email containing the details of 73 service users was sent to the wrong recipients	No Disciplinary action	No	No
		1	Personal information contained within a Needs Assessment report was published on our website by accident.	No Disciplinary action	No	No
		1	Information in an envelope handed into reception was lost	No Disciplinary action	No	No
		1	Letter sent to a solicitor in error	No Disciplinary action	No	No
		1	Letter sent in error to wrong person	No Disciplinary action	No	No
		1	Copy of the objections been made in relation to a residents planning application were forwarded to the applicant in error.	No Disciplinary action	No	No
		1	A report was sent to a number of recipients by mistake.	No Disciplinary action	No	No
		1	Protection Minutes were sent to the incorrect recipient.	No Disciplinary action	No	No
		1	Client details were emailed to the service user consultancy in error	No Disciplinary action	No	No

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		1	Emails sent to wrong recipient	No Disciplinary action	No	No
		1	An urgent housing referral containing personal sensitive data and client background was sent to the wrong person	Verbal/Written Warning	No	No
		1	A planning application was made 31st January 2013. When the application was published to the planning portal the personal data relating to the Lewisham resident who made the application was not redacted and therefore viewable on the web.	No Disciplinary action	No	No
		1	Staff sent personal details to non-secure email addresses	No Disciplinary action	No	No
		1	A member of had her notebook taken from bag her bag during a meeting outside of the council	No Disciplinary action	No	No
		1	Service inadvertently faxed details of a client moving into area to the wrong authority.	No Disciplinary action	No	No
		1	Email inadvertently sent to the wrong GP practice, this included an end of CP plan notification	No Disciplinary action	No	No
		1	Email and attachment sent to another borough insecurely requesting information held on a client file.	No Disciplinary action	No	No

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		1	A planning application was made and published to the planning portal. Personal data relating to the Lewisham resident who made the application was not redacted published on our planning portal	No Disciplinary action	No	No
		1	Planning objections were emailed to an applicant who had requested information on who had objected to his planning application. The applicants personal information had not been redacted before it had been sent onto him.	No Disciplinary action	No	No
		1	Email sent to another council requesting social care information - email not sent securely.	No Disciplinary action	No	No
		1	Email sent to wrong to GP practice	No Disciplinary action	No	No
		1	Fax sent to the wrong authority relating to a child.	No Disciplinary action	No	No
		1	A member of staff left client files with our security officers whilst she went to collect her car and she didn't go back to collect them until the next day.	Verbal and Written Warning	No	No
		1	An Email was sent to a group destruction list (internal only - 7 people received it) the email referred to a grievance case,	No Disciplinary action	No	No

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		1	E-mails contained highly sensitive data regarding vulnerable children and their families sent to an incorrect recipient in NHS.	No Disciplinary action	No	No
		1	E-mail was sent to a group of adopter's in error The e-mail addresses should have been added in the bcc field but the social worker accidentally put them in the cc field.	No Disciplinary action	No	No
		1	Burglary at a foster carer's home where confidential information relating to a looked after child was compromised.	No Disciplinary action	No	No
		1	Payroll dept. sent payslips to an employee that used to work for the Council.	No Disciplinary action	No	No
		1	Internal confidential waste bins in corridor were over filled and paper containing personal/sensitive and financial details were found hanging out of the bins.	No Disciplinary action	No	No
		1	Planning consultation responses relating to regeneration in Catford were made publically available and not redacted before publishing	No Disciplinary action	No	No
		1	SAR request - file not fully redacted before posting to client. Complaint received as the file named a number of third parties.	No Disciplinary action	No	No

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		1	Council using the services of a third party, no contract in place, company in receivership and we need to get our data back	No Disciplinary action	No	No
		1	Carer of a looked after child called to advise that he had received meeting records for a child un related to him.	No Disciplinary action	No	No
		1	Letter sent to a client including a report belonging to someone else.	No Disciplinary action	No	No
		1	A complaint was received advising that confidential information relating to a child attending a school out of the borough was found in someone's back garden next to the school in question.	No Disciplinary action	No	No
Merton	25	1	Consultation papers - Names & addresses & personal data of a resident.	Reported to the ICO, officer resigned & staff bulletin sent reminding staff about carrying paper securely	Yes	No
		1	Laptop stolen - Names & addresses & casework details of residents.	Reported to Police & member of staff reminded of DPA obligations	No	No
		1	Emails - Personal email addresses of residents.	Member of staff reminded of DPA obligations	No	No
		1	Community support plan - Resident's personal details & care details.	Member of staff reminded of DPA obligations	No	No

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		1	Electronic social care record - Child's name, address & social care details.	Termination of agency member of staff's contract	No	No
		1	Minutes of meeting - Names of parent & children & update on the children's progress.	N/A	No	No
		1	Council Tax bill - Resident's name and address.	Member of staff reminded of DPA obligations	No	No
		1	Email - Children's contact data	Member of staff reminded of DPA obligations	No	No
		1	Email - Resident's name & address	Member of staff reminded of DPA obligations	No	No
		1	Council Tax letter - Resident's name & address & amount of Council Tax owed	Member of staff reminded of DPA obligations	No	No
		1	FOI response - Resident's name & address	Member of staff reminded of DPA obligations	No	No
		1	Council Tax enquiry letter - Resident's name & address	Member of staff reminded of DPA obligations	No	No
		1	Fostering payments - Resident's name & address & details of backdated fostering payment	Member of staff reminded of DPA obligations	No	No
		1	Email - Child's name, address & details of social care meeting	Member of staff reminded of DPA obligations	No	No
		1	Council Tax direct debit confirmation - Resident's name & address & partially redacted bank details	Member of staff reminded of DPA obligations	No	No

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		1	Council Tax bills - Residents name & addresses	N/A	No	No
		1	Mobile telephone no. - Resident's mobile telephone number	Member of staff reminded of DPA obligations	No	No
		1	Member Enquiry - Resident's name & address & details of their enquiry	Member of staff reminded of DPA obligations	No	No
		1	Council Tax account details - Resident's name & address & partially redacted bank details	N/A	No	No
		1	Business Rates statements - Name & address of Business owner & amount of Business rates	Member of staff reminded of DPA obligations	No	No
		1	Property details - Landlord's name & details of property	Member of staff reminded of DPA obligations	No	No
		1	Bank account details - Resident's partly redacted bank details	Member of staff reminded of DPA obligations	No	No
		1	HR letter - Member of staff's personal data	Member of staff reminded of DPA obligations	No	No
		1	Agenda - Name of family members & minutes of case conference	Reported to the ICO	No	No
		1	Email - Personal data of two residents	Member of staff reminded of DPA obligations	No	No
Newham²²	Information not held					
Redbridge	17	17	Information not provided	No disciplinary action	No	No
Richmond upon Thames²³	No DPA Breaches					

²² Questions 2 and 3 refused due to cost and time.

Southwark²⁴	No DPA Breaches					
Sutton	See Kingston Upon Thames' response					
Tower Hamlets	2	1	Falsification of residential address for personal gain	Final Written Warning	No	No
		1	Member of staff's details left on a sickness form on shared drive	No Disciplinary action	No	No
Waltham Forest²⁵	Questions 1, 4 and 5 - 0. Questions 2 and 3 - Refused under Section 40(2)					
Wandsworth	80	1	Expired passport sent to previous address	Resigned during investigation	Yes	No
		1	Memo	Resigned during investigation	Yes	No
		1	Internet copies of a bank statement sent to incorrect recipient	No Disciplinary action	No	No
		1	benefits notification letter sent their own and someone else's letter	No Disciplinary action	No	No
		1	Letter requesting further information regarding a benefits claim was enclosed with someone else's letter	No Disciplinary action	No	No
		1	interview pack sent to incorrect address	No Disciplinary action	No	No
		1	care plan information	Reminder to staff to ensure accuracy of information	No	No

²³ In answer to Question 5 the response states: "We do not record this information. We record breaches of the council's information security policy. Some of these may also be breaches of the Data Protection Act - the majority are not".

²⁴ Question 5 refused due to cost and time.

²⁵ Response indicated that less than 10 employees had accessed personal information for personal interest and less than 10 had shared patient information with a third party.

			when updating information		
1	e-mail to incorrect recipient	No Disciplinary action	No	No	
1	tenancy agreement	No Disciplinary action	No	No	
1	letter requesting further information enclosed with another letter requesting further information	No Disciplinary action	No	No	
1	Housing benefit letter sent to incorrect e-mail address	Further DPA training	No	No	
1	Housing association rent account statement	No Disciplinary action	No	No	
1	reports on 2 clients lost	No Disciplinary action	No	No	
1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No	
1	Questionnaire and covering letter	No Disciplinary action	No	No	
1	notification letters	No Disciplinary action	No	No	
1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No	
1	letter informing unsuccessful candidates of decision	IT Training	No	No	
1	statement of council tax incorrectly disclosed	Further DPA training	No	No	
1	letter in a hand written envelope	No Disciplinary Action	No	No	

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			sent to wrong address			
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	Copies of DIP award letter and payslip	Further DPA training	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	Annual review of child progress	No Disciplinary action	No	No
		1	landlord schedule disclosed incorrectly	No Disciplinary action	No	No
		1	acknowledgment letter	No Disciplinary action	No	No
		1	council tax details of incorrect person visible to another person	No Disciplinary action	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	letter sent to incorrect address	Further DPA training	No	No
		1	letter	No Disciplinary action	No	No
		1	letter	No Disciplinary action	No	No
		1	case conference minutes	No Disciplinary action	No	No
		1	Care assessment	No Disciplinary action	No	No
		1	letter requesting further information enclosed with another	No Disciplinary action	No	No

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			letter requesting further information			
		1	letter requesting further information enclosed with another letter requesting further information	No Disciplinary action	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	declaration letter	Further DPA training	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training /Warning	No	No
		1	letter requesting further information enclosed with another letter requesting further information	Further DPA training	No	No
		1	letter requesting further information	Further DPA training	No	No

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			information enclosed with another letter requesting further information			
	1		council tax letter	No Disciplinary action	No	No
	1		e-mail sent to incorrect recipients	Outlook training	No	No
	1		council tax notification letter	Further DPA training	No	No
	1		address not redacted	No Disciplinary action	No	No
	1		claims letter	No Disciplinary action	No	No
	1		e-mail response sent to incorrect e-mail address	No Disciplinary action	No	No
	1		report given to an incorrect recipient	No Disciplinary action	No	No
	1		bank statement	No Disciplinary action	No	No
	1		school documents	HR Investigation	No	No
	1		Direct payments document sent out in post has not reached the intended target	No Disciplinary Action	No	No
	1		Housing benefit advice letter	Further DPA training	No	No
	1		Expenses and benefits form	No Disciplinary action	No	No
	1		Notification of Housing Benefit	No Disciplinary action	No	No
	1		letter	No Disciplinary action	No	No
	1		misdirected e-mail	Outlook training	No	No
	1		File sent via recorded delivery is confirmed by post office as 'Lost in Transit'	No Disciplinary action	No	No
	1		council tax account	No Disciplinary action	No	No
	1		council tax letter	Further DPA training	No	No

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	1	bank account details	Further DPA training	No	No
	1	rent statement and letter	Further DPA training	No	No
	1	acknowledgment letter	Staff member spoken to. DPA training ongoing.	No	No
	1	letter requesting further information enclosed with another letter requesting further information	No Disciplinary action	No	No
	1	spreadsheet	No Disciplinary action	No	No
	1	misdirected e-mail	No Disciplinary action	No	No
	1	letter	No Disciplinary action	No	No
	1	acknowledgment letter	Staff member spoken to. DPA training ongoing.	No	No
	1	acknowledgment letter	Staff member spoken to. DPA training ongoing.	No	No
	1	declaration letter	No Disciplinary action	No	No
	1	spreadsheet	No Disciplinary action	No	No
	1	letter	Office has been spoken to about the incident	No	No
	1	laptop	No Disciplinary action	No	No
	1	acknowledgment letter	Office has been spoken to about the incident	No	No
	1	letter requesting further information enclosed with another letter requesting further information	No Disciplinary action	No	No
	1	educational information	No Disciplinary action	No	No

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		1	e-mail response sent to incorrect e-mail address	DPA training for team	No	No
		1	Mass e-mail with e-mail addresses visible to all	No Disciplinary action	No	No
		1	memory stick	No Disciplinary action	No	No
		1	report	No Disciplinary action	No	No
Westminster	No DPA Breaches					
English County Councils						
Buckinghamshire	No response received					
Cambridgeshire	34	1	A benefit application file was misplaced. The Council had worked with the individual and they are happy with the work undertaken to resolve the matter.	There have been " <i>fewer than three dismissals</i> ", 0 resignations and the details of " <i>three specific disciplinary action cases have recorded centrally by HR, but further details of informal disciplinary actions and training</i> " is not.		
		1	Elderly care papers held by agency found in bin. Collected by CCC. Adult Social Care worked with the relevant care agency to address weaknesses in their paperwork procedures.			
		1	Looked After Child review. Email sent to the wrong individual. Sent via an insecure network. Reminder issued on good practice.			
		1	Case review containing excessive personal information was published for a short period as part of public			

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			facing committee papers. No evidence file was accessed by the public.	
		1	Response to a subject access request issued including some pages relating to another service user of the same name. Material not read by receiver and was returned. Correct file set re-issued. Minimal impact. Resulting process changes to prevent recurrence.	
		1	Family assessment info sent to wrong families. Family B advised had not read and shredded the info. Family A contacted, info retrieved.	
		1	Wrong review notes attached to the cover letter and sent out. Parent called to complain. Info retrieved and shredded.	
		1	Info sent to a family of a child with the same name but wrong date of birth.	
		1	Contact from mother of service user. As well as her own minutes, another set of minutes from another family were enclosed. Discussed with officer and team	
		1	Fostering letter sent to incorrect person. Error identified and the	

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			information was quickly retrieved.	
		1	Incorrect pensions statement sent with covering letter. Training provided to reduce risk of reoccurrence.	
		1	Theft resulted in loss of paper records, minutes of Children in Need /LAC meetings, spreadsheets of limited personal data. Reported to ICO and Police. The ICO's investigation concluded that there was no need to take any formal regulatory action, that it was the result of a criminal act and the Council had robust policies in place.	
		1	Assessment sent to the wrong family. New process implemented to ensure letters are double-checked before sent.	
		1	Personal email addresses used in an e-mail to multiple users without using BCC. Apology email has been sent. Training undertaken.	
		1	Error in address resulted in letter being sent to the wrong person. Majority of information was already in the public domain.	
		1	Email sent to wrong parent	

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			regarding child details	
		1	Personal data published as part of a consultant spend database. Information removed from database and corrected on ebusiness.	
		1	Child file left unattended and handed to Police. Collected. No evidence that information was accessed.	
		1	Mixed up paper work re assessment. Both service users returned data, replacement sent, Team training to be completed.	
		1	Handler inputted incorrect address when speaking with the service user, leading to information being sent to wrong address.	
		1	Papers filed with court contained name and details of a third party which was deemed excessive for the purposes at hand.	
		1	4 pages of info sent to wrong address regarding a Blue Badge application	
		1	Invitation to Looked after Child review sent to wrong address. Breach was the result of Royal Mail,	

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			not CCC. The letter was correctly addressed and it delivered to the wrong house.
		1	Information re fostering panel sent internally but not received. Full check of all areas - unable to locate but no evidence left the building.
		1	Batch of 12 'cc' letters to a Psychologist was sent to the parents of one of the subjects of the letters, rather than to the professional concerned. Remedial action taken by Council to apologise and put new processes/training in place. Reported to ICO, who decided that no further action was required.
		1	Papers and iPad stolen. Reported to Police. Some information retrieved by officer. Remote Wipe instruction sent to iPad.
		1	Loss of iPad. Remote wipe command sent
		1	Allegation of unauthorised access to social care information.
		1	Volunteer file left unattended and in an accessible location.

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		1	Bank Statements sent to incorrect carer. Statements retrieved.			
		1	Application document sent to wrong address. Parents notified school that letter had been received in error.			
		1	System error conflated ID of children with school applications leading to details being sent to the wrong parent.			
		1	Member of staff working on confidential information on personal laptop rather than Council issued laptop. Laptop retrieved			
		1	Information stolen from residential home. Police informed.			
Cumbria	No DPA Breaches					
Derbyshire	6	1	Accessed confidential information.	Disciplinary ongoing.	No	No
		1	Accessed confidential information.	Management improvement process.	No	No
		1	Accessed and shared confidential information.	Management improvement process.	No	No
		1	Accessed confidential information.	Written warning.	No	No
		1	Employee discussed a service user with a relative.	Investigation held no disciplinary action taken.	No	No
		1	Employee accessed personal records of relatives who were service users, without need to do	Investigation and disciplinary hearing held, no disciplinary action taken.	No	No

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			so.			
Devon	Question 1: 0, Questions 2-5: Information not held in an easily extractible way					
Dorset	5	1	Laptop stolen during office burglary	No disciplinary action	No	No
		1	Copy of a record sent to a member of the public contained limited third party information	Recorded as part of Supervision process	No	No
		1	Email sent to multiple people without using the BCC facility.	No disciplinary action	No	No
		1	Letter sent to wrong address	No disciplinary action	No	No
		1	Email sent to wrong person	No disciplinary action - dealt with as part of the management appraisal process.	No	No
East Sussex	18	1	Breach of the Data Protection Act	Dismissed	No	No
		1	Inappropriate comments posted on social media about confidential work matters and other colleagues.	Disciplined Internally	No	No
		1	Inappropriate access to school IT system.	Disciplined Internally	No	No
		1	Alleged theft of a work laptop.	Disciplined Internally	No	No
		1	College laptop stolen from unlocked car.	Disciplined Internally	No	No
		1	Inappropriate email criticising a parent sent to parent in error.	Disciplined Internally	No	No
		2	Data security and confidentiality breach.	Disciplined Internally	No	No
		1	Allegedly accessed manager's emails and shared sensitive	Disciplined Internally	No	No

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			information with colleagues.			
		1	Sent confidential data relating to team members to an external contact.	Disciplined Internally	No	No
		1	Allowed the use of login details to a non-council employee.	Disciplined Internally	No	No
		1	Accessed internal records of family members.	Disciplined Internally	No	No
		1	Inappropriately looked up a record.	Disciplined Internally	No	No
		1	Disclosure of confidential information relating to a child.	Disciplined Internally	No	No
		4	Information not provided	No disciplinary action	No	No
Essex ²⁶	106	1	letters sent to wrong individuals	Management Advice	No	No
		1	Confidential Info to Solicitor including ECC Client details	Written Warning	No	No
		1	Breach of Data - Address provided to other service user	Management Advice	No	No
		1	Breach of confidentiality.	Management Advice	No	No
		1	Breach of Confidential Information	Management Advice	No	No
		1	Data Breach	Management Dropped	No	No
		1	Breach of Data Security	Written Warning	No	No
		1	Email Breach	Management Advice	No	No
		1	Data Protection Breach	Management Advice	No	No
		1	Breach of Confidential Information	Written Warning	No	No
		1	Breach of Security	Management Advice	No	No
		95	Information not provided	No disciplinary action	No	No

²⁶ Additionally one employee resigned.

Gloucestershire	Did not respond to FOI					
Hampshire	Refused: Cost and Time					
Hertfordshire²⁷	Question 1: 0, Questions 2-5: Refused under Section 40(2). See Note.					
Kent	5	1	Sending Confidential by email	Second level warning	No	No
		1	Adoption files kept in an employee's house after they had left KCC	Managerial Warning (this was issued to the line manager of the employee who left KCC)	No	No
		1	Left a handbag containing a notebook containing other service users' information & details	Final Level Warning	No	No
		1	Accessed service users records for personal use	First Level Warning	No	No
		1	Disciplinary case details leaked by staff member	Resigned	Yes	No
Lancashire	Refused: Cost and Time					
Leicestershire	Questions 2-5: Refused due to cost and time. Question 1: 0					
Lincolnshire	103	1	Information not provided	Employment Terminated	No	No
		1	Information not provided	Disciplined Internally	No	No
		101	Information not provided	No Disciplinary Action	No	No
Norfolk	8	1	Employee accessed data held on a confidential database linked to safeguarding of children/vulnerable adults.	Disciplined Internally	No	No
		1	Employee arranged for work e-mails to be forwarded to personal	Disciplined Internally	No	No

²⁷ Response notes: 206 records - April 2012 to March 2014. 84 records - April 2011 to March 2012.

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			account. Potential for a breach but no specific breach identified.			
		1	Employee accessed data held on a confidential database linked to safeguarding of children/vulnerable adults.	Disciplined Internally	No	No
		1	Information shared by employee with partner who worked in different team.	Disciplined Internally	No	No
		2	Confidential information relating to safeguarding issue passed to wrong individual	Disciplined Internally	No	No
		1	Employee accessed data held on a confidential database linked to safeguarding of children/vulnerable adults.	Disciplined Internally	No	No
		1	Information about a service user shared by an employee with the service user's ex-partner.	Disciplined Internally	No	No
Northamptonshire	9	2	Email	Warning	No	No
		1	Police information	Warning	No	No
		2	Information	No Disciplinary Action	No	No
		2	Paperwork	No Disciplinary Action	No	No
		1	IT systems	No Disciplinary Action	No	No
		1	Information	No Disciplinary Action	No	No
North Yorkshire²⁸	Refused: Cost and Time - See Note for number of records					

²⁸ Response notes that there have been over "200 incidents".

Nottinghamshire	Refused: Cost and Time					
Oxfordshire	6	1	Confidential documents left insecurely, in breach of Council policy.	First written warning.	No	No
		1	Staff member's personal "U" drive accessed inappropriately.	Resolved informally.	No	No
		1	Client personal information accessed.	Final written warning.	No	No
		1	Hard copy of file lost.	First written warning.	No	No
		1	Files accessed without authorisation.	First written warning.	No	No
		1	Client case files stolen.	None issued as employee acted appropriately.	No	No
Somerset	63	54	Information not provided	Disciplined Internally	No	No
		8	Information not provided	Disciplined Internally and reported to ICO	No	No
		1	Information not provided	Employment Terminated and reported to ICO	No	No
Staffordshire	No DPA Breaches					
Suffolk ²⁹	93	18	Loss or theft of data or equipment on which data is stored	Information not provided - See Note		
		2	Inappropriate access to/use of equipment on which data is stored			
		73	Human error			
Surrey	1	1	Improper disclosure of information and breaches of confidentiality or	Formal Warning	No	No

²⁹ Response noted the following outcomes: Police involvement - 11, Disciplinary action - 2, reported to ICO - 2.

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			breach of data protection regulations			
Warwickshire	27	1	Record Accessed without correct authorisation - Client information	Resigned	Yes	No
		1	Breach of confidence - Disclosing of data	First Written Warning	No	No
		1	Record Accessed without correct authorisation - Information about a relative	Informal Action	No	No
		1	Information not provided	Exit by Mutual consent	No	No
		9	Information not provided	First Written Warning	No	No
		3	Information not provided	Resigned	Yes	No
		1	Information not provided	Dismissed	No	No
		5	Information not provided	Informal Action	No	No
		4	Information not provided	Final Written Warning	No	No
		1	Information not provided	Formal note on supervision file		
West Sussex	Questions 1 and 2 - 0, Questions 3-5: Rejected due to cost and time					
Worcestershire³⁰	97	17	Technical/procedural failure	Information not provided	No	No
		15	Disclosed in error	Information not provided	No	No
		3	Lost data/hardware	Information not provided	No	No
		32	Lack of due care and attention	Information not provided	No	No
		1	Non secure disposal	Information not provided	No	No
		2	Lost in transit	Information not provided	No	No
		2	Stolen data/hardware	Information not provided	No	No
		1	Unauthorised access	Information not provided	No	No

³⁰ Response notes: "incomplete databases".

		4	Other	Information not provided	No	No
		5	Unauthorised access	Disciplined Internally	No	No
		6	Lack of due care and attention	Disciplined Internally	No	No
		7	Disclosure error	Disciplined Internally	No	No
		1	Inappropriate handling	Disciplined Internally	No	No
		1	Lost data/hardware	Disciplined Internally	No	No
English Unitary Authorities						
Bath and North East Somerset³¹	11	1	Lost iPad.	No Disciplinary Action	No	No
		1	Personal data sent to wrong address.	No Disciplinary Action	No	No
		1	Personal data sent to wrong member of staff.	No Disciplinary Action	No	No
		1	Report left on printer.	No Disciplinary Action	No	No
		1	Completed template form sent to wrong recipient.	No Disciplinary Action	No	No
		1	Lost iPad.	No Disciplinary Action	No	No
		1	Folder left in disused cabinet.	Additional training	No	No
		2	Lost Blackberry.	No Disciplinary Action	No	No
		1	Lost tablet.	No Disciplinary Action	No	No
		1	Stolen tablet.	No Disciplinary Action	No	No
Bedford Borough						
Blackburn with Darwen	35	2	Unauthorised access to personal data	Disciplined Internally	No	No
		25	Disclosure of information containing 'Name/Address/Service area information' to an incorrect	No disciplinary Action - 1 instance reported to the ICO, which took no further	No	No

³¹ 2011-2012: Information not held.

			recipient.	action.		
		4	Data sent to an incorrect printer	No Disciplinary Action	No	No
		2	Handwritten notebooks lost	No Disciplinary Action	No	No
		2	Data issued to correct recipient but over unsecure email	No Disciplinary Action	No	No
Blackpool	2	1	Papers lost temporarily during transport	No Disciplinary Action	No	No
		1	Papers sent to wrong address	Verbal Warning	No	No
Bournemouth	Refused: Cost and Time					
Bracknell Forest	32	1	Private email addresses included in an advertising event email circulation. No data loss.	No disciplinary action	No	No
		1	Personal information included in an email which was sent to external unintended recipient. Confirmation received that email was deleted, no data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address. Information retrieved, no data loss.	No disciplinary action	No	No
		1	Personal information attached to an email was sent to the incorrect recipient. Email deleted, no data loss.	No disciplinary action	No	No
		1	Private email addresses included in a marketing email circulation. No data loss.	No disciplinary action	No	No
		1	Personal information sent to a	No disciplinary action	No	No

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			partner organisation insecurely. No data loss.			
		1	Personal information sent to the wrong address. Information retrieved, no data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address and was lost in the post.	No disciplinary action	No	No
		1	Personal information included in an email which as sent to external unintended recipient. Confirmation received that email was deleted, no data loss.	No disciplinary action	No	No
		1	Personal information was sent to the correct address but the incorrect recipient. No data loss.	No disciplinary action	No	No
		1	Personal and confidential email address sent to 10 professionals. No data loss.	No disciplinary action	No	No
		1	Personal information was accessed by two members of the public whilst a public database and related to other library members. No data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address. Information retrieved. No data loss.	No disciplinary action	No	No
		1	Private email addresses included in	No disciplinary action	No	No

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			a marketing email circulation. No data loss.			
		1	Personal information sent to the wrong address. Information retrieved. No data loss.	No disciplinary action	No	No
		1	Personal information about a family was incorrectly given to another family by a member of staff. Information retrieved and no data loss.	No disciplinary action	No	No
		1	Personal information accidentally combined with a bundle of papers relating to another person. Sent incorrectly. Information retrieved no data loss.	No disciplinary action	No	No
		1	Personal information was contained in a letter which was sent to the wrong address. The recipient opened the letter despite it not being addressed to them. Information retrieved no data loss.	No disciplinary action	No	No
		1	Personal information was sent to the wrong address. The occupier opened the letter despite it not being addressed to them. Information retrieved, no data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address however this address was provided by a family	No disciplinary action	No	No

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			member and the recipient was unwilling to return the letter (the information related to one of their family members).			
		1	Personal information sent a service user at the last known address. Unable to recover the letter.	No disciplinary action	No	No
		1	Personal information sent to the wrong family. Information recovered, no data loss.	No disciplinary action	No	No
		1	Personal information about a family was included in a package about another family. Information retrieved, no data loss.	No disciplinary action	No	No
		1	Personal information contained in a letter was sent to the incorrect address, which was that of another family member. Information shredded no data loss.	No disciplinary action	No	No
		1	Private email addresses included in an advertising email circulation. No data loss.	No disciplinary action	No	No
		1	Two notices sent to the wrong addresses. Returned by Royal Mail unopened. No data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address who opened it and then posted to the correct recipient by hand. No data loss.	No disciplinary action	No	No

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		2	Personal information sent to the wrong address. Information recovered no data loss.	No disciplinary action	No	No
		1	Personal information contained in a letter which was sent to the last known address of the recipient. Intended recipient hadn't informed the LA of change of address. Letter retrieved no data loss.	No disciplinary action	No	No
		1	Personal information sent to the wrong address. Information recovered no data loss.	No disciplinary action	No	No
		1	Forms containing personal information were not delivered to the intended recipient within the Council. Forms haven't been recovered.	No disciplinary action	No	No
Brighton and Hove	190	1	Accessed data in ICT systems for personal use.	Dismissal.	No	No
		1	Accessed data in ICT systems for personal use.	Disciplinary Action - Second Written Warning	No	No
		1	Breach of service user confidentiality and sharing information with a third party.	Disciplinary action - Final Written Warning	No	No
		1	Access and amended council data for personal reasons.	Resigned during disciplinary investigation.	Yes	No
		1	Accessing records and breaching confidentiality.	Resigned during disciplinary investigation.	Yes	No

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		185	Other	No Disciplinary Action	No	No
Bristol, City of	25	1	A laptop and paperwork was stolen out of a member of staff's car boot.	Disciplined Internally	No	No
		1	Sharing of information. Police intelligence on the criminal activity of a member of the public.	No disciplinary action	No	No
		1	Sensitive report to the wrong family. Information relating to a child in care.	No disciplinary action	No	No
		1	Special Educational Needs letter sent to incorrect address. Care programme delivered to a child in care.	No disciplinary action	No	No
		1	Invitation to child case conference sent to incorrect recipient. Information relating to a child in care.	No disciplinary action	No	No
		1	Employee used database to view records of own family member. Contained details of care provided to family member. Details of care provided to family member.	No disciplinary action	No	No
		1	A bag was stolen from an unlocked car. 10 service users names, addresses, appointment times and key safe numbers.	No disciplinary action	No	No
		1	Letter containing information meant for a service user's mother	No disciplinary action	No	No

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			sent to incorrect recipient. Information relating to a child in care.			
		1	An administrator sent a sensitive report to the wrong family. Information relating to a child in care.	No disciplinary action	No	No
		1	Letter containing sensitive information about a child in care was sent to the wrong address. The recipient was correct but incorrect house number was on the letter. Sensitive information about a child in care.	No disciplinary action	No	No
		1	A report was sent regarding a child in care that contained the address of a related individual that should not have been included. Information regarding a child in care.	No disciplinary action	No	No
		1	Report sent out to a school and a parent with the incorrect child's details in. Details of care provided to child.	No disciplinary action	No	No
		1	Information passed to a relative without the client's knowledge or permission during telephone conversation. Address of a young person.	No disciplinary action	No	No

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		1	Report sent to the wrong family due to an administration error. Details of care provided to child.	No disciplinary action	No	No
		1	Promotional email message sent to 1000 members of Bristol City Council staff that accidentally contained details of parents that had adopted a child. Names of parents who had adopted a child.	No disciplinary action	No	No
		1	Information sent to social landlord agency that included details they did not need to know. Names and addresses Bristol City Council citizens over pensionable age affected by the proposed 'bedroom tax'.	No disciplinary action	No	No
		1	A member of staff tried to email a report regarding a person in care to the their personal email account. The email was incorrectly addressed and went to the wrong address. Report regarding a person in care.	No disciplinary action	No	No
		1	Member of staff tried to send an email to an internal member of staff, but sent it externally by accident. Name of child.	No disciplinary action	No	No
		1	Report was sent to the wrong family due to an administration error. Cared provided to a child.	No disciplinary action	No	No

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	1	Email sent to multiple schools in BCC area. Reasons why 11 pupils were expelled from school, Information also included names, gender, age and ethnicity of pupils.	No disciplinary action	No	No
	1	Letter sent to incorrect address due to administration error. Information relating to the care of a child.	No disciplinary action	No	No
	1	Member of staff accessed 3 records on their last day that they had no business reason to do. Records in Adult Social Care database.	No disciplinary action	No	No
	1	Information relating to 68 staff sent out to third party by accident. Financial details, included salary and bank account numbers and sort codes.	No disciplinary action- Reported to ICO	No	No
	1	Collection of case files regarding the relatives of a child in care to a solicitor who had not been granted rights to view them. Information included names, addresses, medical information and relationship history of up to 8 people.	No disciplinary action	No	No
	1	Letter sent to incorrect address due to administration error. Information relating to the care of a child.	No disciplinary action	No	No
	Central Bedfordshire	No DPA Breaches			

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Cheshire East	2	1	Inappropriate use of CCTV. Watched part of the wedding of a member of the CCTV team.	CCTV Operator issued with a Management Instruction regarding future use of CCTV equipment.	No	No
		1	Accessed personal information - Address.	First Written Warning	No	No
Cheshire West and Chester	76	1	Unauthorised access to family member's information	Final written warning	No	No
		1	Disclosure of family member's personal information	First written warning	No	No
		1	Disclosure of personal information in telephone call to client	First written warning	No	No
		1	Disclosure of family member's personal information	First written warning	No	No
		72	Information not provided	No disciplinary action	No	No
Cornwall	4	1	Personal data sent to incorrect address due to out of date information.	No disciplinary action.	No	No
		1	3rd party information disclosed within Subject Access Request.	No disciplinary action.	No	No
		1	Officer inappropriately accessed service user records.	Dismissed.	No	No
		1	Personal Data shared without consent. Name of parents, address and a school identifier.	No disciplinary action.	No	No
Darlington	4	1	Accessed computer system for personal interest.	Written warning	No	No
		1	Client information accessed on	Written warning	No	No

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			Carefirst.			
		1	Requested information from Carefirst for personal use.	Extended written warning	No	No
		1	Accessed computer system for personal interest & disclosed the information to a 3rd party.	Written warning	No	No
Derby	59	59	Information not provided.	No disciplinary action	No	No
Durham	9	2	Information not held on disciplinary file.	Resigned before sanction could be issued	Yes	No
		7	Information not held on disciplinary file.	No formal sanction	No	No
East Riding of Yorkshire	26	1	Breach of confidence.	Disciplined Internally	No	No
		1	Child protection issues.	Disciplined Internally	No	No
		1	Abuse of authority.	Disciplined Internally	No	No
		2	Improper disclosure of information.	Disciplined Internally	No	No
		1	Failure to follow a reasonable instruction leading to a data protection breach.	Disciplined Internally	No	No
		4	Abuse of position off duty.	Disciplined Internally	No	No
		1	Neglect of duty in relation to procedures	Disciplined Internally	No	No
		1	Abuse of authority.	No disciplinary action	No	No
		1	Unauthorised removal or use of council property.	No disciplinary action	No	No
		1	Offence of dishonesty.	No disciplinary action	No	No
		8	Negligence leading to data protection breach (not following procedures).	No disciplinary action	No	No

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		3	Improper disclosure of information.	No disciplinary action	No	No
		1	Failure to maintain professional standards breaching data protection.	No disciplinary action	No	No
Halton	14	2	Accessing confidential information on DWP database	Resigned prior to investigatory interview	Yes	No
		1	Inappropriate & confidential comments on Facebook	Resigned prior to investigatory interview	Yes	No
		2	Accessed unauthorised computer systems	disciplined but not prosecuted	No	No
		8	Information not provided	No disciplinary action	No	No
		1	shared information about a vulnerable child with a third party	disciplined but not prosecuted	No	No
Hartlepool	3	1	Deliberately accessed, attempted to access or browsed DWP and HMRC data without a legitimate business reason or appropriate authorisation	Final Warning	No	No
		1	Unauthorised reviewing on personal data	Informal Guidance issued	No	No
		1	Deliberately accessing, attempting to access or browsing data without a legitimate business reason or appropriate authorisation	No disciplinary action	No	No
Herefordshire³²	157	29	Alleged inappropriate sharing/disclosure of information	No disciplinary action	No	No
		53	Information sent to wrong address,	No disciplinary action	No	No

³² Questions 2-4: Refused under Section 40(2).

			including email			
		75	Miscellaneous incidents	No disciplinary action	No	No
Isle of Wight	Q1 - Information not provided, Q2 - 0, Q3-5 - Refused - Cost and Time					
Kingston upon Hull, City of ³³	7	1	Breaches of the standards contained in the Code of Conduct for Employees, Breaking your duty of trust and Breach of Data Protection	Disciplined Internally	1 resignation	No
		3	Improper disclosure of confidential information	Disciplined Internally		No
		1	Professional misconduct - Improper disclosure of confidential information	Disciplined Internally		No
		1	Breach of data protection	Disciplined Internally		No
		1	Non-compliance with the Council's Information Technology or Freedom of Information policies or legislation - Accessed information form Care first	Disciplined Internally		No
Leicester ³⁴	5	1	Letter sent to wrong address. Benefits proof documents.	Disciplined internally.	No	No
		1	Letter sent to wrong address. Customer information.	Verbal warning.	No	No
		1	Mistaken identity - information given to wrong person by telephone. Benefits claim	Verbal warning.	No	No

³³ Question 5 removed due to cost and time.

³⁴ 145 instances were classed as either being security breaches or data protection incidents.

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			information.			
		1	Benefit letter sent to wrong address.	Verbal warning.	No	No
		1	Obtaining customer contact details via a Leicester City Council system for non-work related purposes. Customer telephone number.	Staff member suspended pending disciplinary process.	Yes	No
Luton	5	1	An email containing data about support for a family was sent out unencrypted to the wrong organisation.	Apology and Employee refresh on data protection.	No	No
		1	A notebook containing personal data was lost after an accident in the snow.	No further details available.	No	No
		1	Sensitive childcare details found in the street.	No Action taken as was an Agency Social Worker and they had ceased employment.	No	No
		1	An officer wrote down his contact details on what he thought was a scrap of paper but contain personal details of a complainant.	Employee undertook DPA Training and printed cards with his details on to give out to residents.	No	No
		1	Sensitive data was stolen from the back of an employee's car which was on her drive.	This was dealt with formerly by the line manager, the employee also undertook DPA Training.	No	No
Medway	8	2	Information not provided	Disciplined Internally	No	No
		6	Information not provided	No disciplinary action	No	No

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Middlesbrough	Information not recorded					
Milton Keynes	2	1	Breach of the IT User Policy by accessing confidential records that were not cases you were assigned to manage. Breach of the Code of Conduct.	Employment Terminated	No	No
		1	Breach of the IT User Policy by attempting to access records that they were not assigned to manage	First Written Warning	No	No
North East Lincolnshire	Refused: Sections 40(2) and 40(3)					
North Lincolnshire	1	1	Information not provided	Resigned during disciplinary proceedings	Yes	No
North Somerset	51	1	Inappropriate access to information. Information on the staff member's family.	Staff member suspended	No	No
		1	Responding to phishing email. Information on the staff member's neighbour.	Written warning	No	No
		1	Responding to phishing email. User credentials.	Written warning	No	No
		1	Inappropriate use of information. Financial information.	Corporate investigation undertaken - HR disciplinary measures invoked. User to apologise and re-sit training.	No	No
		1	Responding to phishing email. User credentials.	Guidance issued to all staff	No	No

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		1	Email found in street. Non personal data.	Service reminded of their responsibilities for secure disposal of records	No	No
		1	Information left in office after closure. Information on service users	Procedures developed for Office Moves/Clearance	No	No
		1	Information left in unsecured storage area in office grounds. Information on children.	Issue taken up with service and reminded of data security	No	No
		1	Responding to phishing email. User credentials.	Guidance issued to all staff. Staff member reminded of responsibilities	No	No
		1	Information left in office after closure. Information on service users	Procedures developed for Office Moves/Clearance	No	No
		4	Information left in redundant furniture. Information on service users.	Corporate investigation undertaken	No	No
		1	Information left on an internal copier/printer/fax. Information on child.	Audit logs interrogated	No	No
		1	Information left in redundant furniture. Information on service users.	Corporate investigation undertaken	No	No
		1	Unauthorised disclosure of hardcopy records. Information on service users	Corporate investigation proposed	No	No
		1	Information left in unsecured	Issue taken up with service	No	No

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			storage area in office. Information on children.	and reminded of data security		
		5	Information left next to an internal copier/printer/fax. Information on children.	Locked print now mandated. Guidance issued to all staff	No	No
		1	Unauthorised disclosure of hardcopy records. Information on school children.	Documents recovered.	No	No
		4	Information left next to an internal copier/printer/fax. Information on service users.	Locked print now mandated. Guidance issued to all staff	No	No
		1	Information found at staff members house. Information on children.	Policy to be drafted on taking information offsite	No	No
		1	Unauthorised access to HR system. Information on a staff member.	Error with user privileges - now corrected	No	No
		1	Email sent to internal distribution list in error. Information on service users.	Guidance issued to all staff. Staff member reminded of responsibilities	No	No
		1	Information sent to wrong address. Payment information on direct payments for 1 individual.	Address corrected	No	No
		1	Unauthorised disclosure of a citizen's email address. Email address included on a planning comment.	Email address removed. Service reminded to check information before uploading	No	No
		1	Responding to phishing email. User credentials.	Guidance issued to all staff. Staff member reminded of responsibilities	No	No

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		1	Unauthorised disclosure of information. Information on service users.	HR investigation undertaken	No	No
		1	Missing information. Comments made on planning application.	Service investigated and inconclusive outcome	No	No
		1	Lost notebook. Information on service users.	Reported to Police. Policy to be drafted on taking information offsite	No	No
		1	Information sent to wrong address. Payment information on direct payments for 1 individual	Property (sent to in error) stated they have never received the information. Process of double checking to be installed	No	No
		2	Information sent to wrong address. Information on child.	Received at a partner's office. Process of double checking to be installed	No	No
		1	Alleged unauthorised disclosure of information. Information on noise complaints.	Investigation inconclusive whether breach occurred	No	No
		1	Unauthorised disclosure of information. Personal information on TUPE staff.	Information recalled. Process of double checking to be installed	No	No
		1	Information left in unsecured storage area in office grounds. Information on staff.	Issue taken up with service and reminded of data security	No	No
		1	Email sent to list without blind copying. Non sensitive information - only email addresses.	Staff member reminded to use BCC when bulk emailing	No	No

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		1	Unauthorised disclosure of information. Information on service users.	Investigation inconclusive whether breach occurred through this incident	No	No
		1	Information sent to wrong address. Information on service users.	Service reminded of responsibilities	No	No
		1	Information left next to an internal copier/printer/fax. Print Delivery reports - Information on service users.	Delivery reports disabled on device	No	No
		1	Email sent to wrong person. Information on staff. Information on staff.	Email recalled. Staff member reminded of responsibilities	No	No
		1	Unauthorised disclosure of information. Information on service users.	Staff member reminded of their responsibilities. Process of double checking to be installed	No	No
		1	Email sent to wrong person. Request for records to be amended.	Sent to wrong internal user. Email deleted	No	No
		1	Unauthorised access to HR system. Information on a staff members.	Error with user privileges - now corrected		
Northumberland	5	2	Information not provided	Employment Terminated	No	No
		2	Information not provided	Disciplined Internally	No	No
		1	Information not provided	Resigned during disciplinary process	Yes	No
Nottingham	Questions 2-5 Refused: Cost and Time					
Peterborough	160	1	Inappropriate access of data	Disciplinary action	No	No
		1	Information shared with incorrect recipients	No disciplinary action - Reported to ICO.	No	No

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	1	Document faxed to unintended recipient	Investigation concluded error	No	No
	1	Payments issued to incorrect recipient	Partner investigation	No	No
	1	Letter to incorrect recipient	Partner investigation	No	No
	1	Received two letters in same envelope	Partner investigation	No	No
	1	Benefits letters issued to landlord in error	Partner investigation	No	No
	1	Received two letters in same envelope	Partner investigation	No	No
	1	Email forwarded to local media	Individual was own data controller	No	No
	1	Document left on printer	Unable to identify who had left document	No	No
	1	Document left on printer	Partner investigation	No	No
	1	Email forwarded to other individuals	No disciplinary action	No	No
	1	Incorrect information shared	Investigation concluded error	No	No
	1	Letter to incorrect recipient	Investigation concluded error	No	No
	1	Home drive transferred to other users account	Technical issue	No	No
	1	Internal mapping system displayed personal details	Technical issue	No	No
	1	Resident received report in error	Investigation concluded error - Reported to ICO.	No	No

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	1	Benefits letters issued to incorrect recipient	Partner investigation	No	No
	1	Email sent to incorrect internal recipient	Investigation concluded error	No	No
	1	Payments processing system allowed personal data to incorrect recipient	Technical issue	No	No
	1	Received an enclosure addressed to another person	Partner investigation	No	No
	1	Details of a fax shared inappropriately	None	No	No
	1	Third Party issued letter on Council behalf to incorrect recipient	Partner investigation	No	No
	1	Officer reported her paperwork had been given to another individual	No disciplinary action	No	No
	1	Paperwork issued to wrong address	No disciplinary action	No	No
	1	Internal register of officers issued to all concerned	Partner investigation	No	No
	1	Third party (foster care agency) had a laptop stolen with PCC date on it	Partner investigation	No	No
	1	Invite to care meeting emailed to generic customer services email address	Partner investigation	No	No
	1	Care meeting minutes issued to wrong address	Investigation established letter not sent	No	No
	1	Details of one family invite copied onto other invites	Investigation concluded error	No	No
	1	Third Party issued letter on Council	Partner investigation	No	No

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			behalf to incorrect address		
	1	Letter sent to address, unaware client had vacated	Investigation concluded error	No	No
	1	Letter sent to address, unaware client had vacated	Investigation concluded error	No	No
	1	Benefits letter sent to wrong address	Partner investigation	No	No
	1	Personal email addresses disclosed in response to job advert	Investigation concluded error	No	No
	1	Paperwork disclosed personal email address	Partner investigation	No	No
	1	Case minutes issued to wrong address	Investigation concluded error	No	No
	1	Case details forwarded in chain of emails to internal recipient	Investigation concluded error	No	No
	1	Benefits letter sent to wrong address	Partner investigation	No	No
	1	Paperwork misfiled and found by officer	No disciplinary action	No	No
	1	Unredacted documents released	Disciplinary action	No	No
	1	Letter sent to incorrect address which was held for client	Investigation concluded error	No	No
	1	Email containing personal details of documents found on table sent	Investigation concluded error	No	No
	1	Appeared care file may have been lost	Investigation located file	No	No
	1	Care meeting minutes issued to wrong address	Investigation concluded error	No	No

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		1	Care plan sent to wrong address by third party	Partner investigation	No	No
		1	Personal details in an email incorrectly forwarded internally	Partner investigation	No	No
		1	Personnel records emailed to incorrect internal recipient	Investigation concluded error	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Care plan sent to wrong internal recipients	Partner investigation	No	No
		1	Review letter sent to wrong address	Investigation concluded error	No	No
		1	Partner employee disclosed sensitive information	Partner investigation	No	No
		1	Home addresses of employees included on a business continuity plan	No disciplinary action	No	No
		1	Email attachment contained personal details sent to wrong recipient	No disciplinary action	No	No
		1	employees on at risk of redundancy register names and grades disclosed	Partner investigation	No	No
		1	Court document containing names only emailed to incorrect recipient	Investigation concluded error	No	No
		1	Incorrect internal email address used	Investigation concluded error	No	No
		1	Details of payments to staff disclosed	Investigation unable to confirm who had accessed	No	No

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			system			
		1	Payment schedule issued to wrong social landlord	Partner investigation	No	No
		1	Personal email addresses disclosed as part of invite	No disciplinary action	No	No
		1	Personal details of care assessment handed to incorrect individual in error	Investigation concluded error	No	No
		1	Family member did not want address revealing	Investigation concluded error	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Invite to conference issued to wrong recipient	Partner investigation	No	No
		1	Invite to conference issued to wrong recipient	Investigation concluded error	No	No
		1	Two letters in same envelope	Partner investigation	No	No
		1	Incorrect address provided for partner agency	Investigation concluded error	No	No
		1	Court documents emailed to incorrect recipient	Investigation concluded error	No	No
		1	Conference invite issued to incorrect recipient	Investigation concluded error	No	No
		1	Documents sent to wrong address	Investigation concluded error	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Benefits letter sent to wrong	Partner investigation	No	No

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			address			
		1	External provider issued letters to wrong address	Investigation concluded error	No	No
		1	Report sent to incorrect internal recipient	Investigation concluded error	No	No
		1	Email sent to incorrect internal recipient	Investigation concluded error	No	No
		1	Employee details emailed to internal recipients	Investigation concluded error	No	No
		1	Housing documents blind copied to internal recipient in error	No disciplinary action	No	No
		1	Benefits documents returned to incorrect recipient	Partner investigation	No	No
		1	Council Tax letter sent to incorrect address	Partner investigation	No	No
		1	Internal form issued to incorrect recipient	Partner investigation	No	No
		1	Benefits letter issued to incorrect landlord	Partner investigation	No	No
		1	Council Tax letter sent to incorrect address	Partner investigation	No	No
		1	IT System added incorrect information to claim	Partner investigation	No	No
		1	Partner employee obtained information from customer for gain	Partner investigation	No	No
		1	Landlord received letter regarding previous tenant	Partner investigation	No	No
		1	Letters to counsel sent by courier	No disciplinary action	No	No

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			service but did not arrive			
	1		Case papers sent to incorrect address	Investigation concluded error	No	No
	1		Email containing sensitive information sent by unsecure email internally	Partner investigation	No	No
	1		Details about service required emailed to the incorrect internal recipient	Partner investigation	No	No
	1		Benefits letter sent to wrong address	Partner investigation	No	No
	1		Email regarding client sent to incorrect recipient	No disciplinary action	No	No
	1		Letter issued to incorrect address	Investigation concluded error	No	No
	1		Address of individuals left on document issued at conference	None	No	No
	1		Third party issued documents to incorrect address for employee	Partner investigation	No	No
	1		Recovery of debt attempted from incorrect landlord	Partner investigation	No	No
	1		Benefits letter sent to wrong address	Partner investigation	No	No
	1		Third party provider left social care paperwork at property	No disciplinary action	No	No
	1		Care letter issued to incorrect recipient	No disciplinary action	No	No
	1		Meeting minutes for one	No disciplinary action	No	No

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		conference were distributed to incorrect recipients			
	1	Third party used actual client details in a presentation	Partner investigation	No	No
	1	Third party unable to find application form as provided by PCC	No disciplinary action	No	No
	1	Benefits letter sent to wrong address	Partner investigation	No	No
	1	Client details emailed to incorrect email address	No disciplinary action	No	No
	1	Case details shared at meeting when not necessary	No disciplinary action	No	No
	1	Employee details sent to incorrect recipients	No disciplinary action	No	No
	1	Incorrect information used to cancel a benefit claim	Partner investigation	No	No
	1	Notebook stolen from car	No disciplinary action	No	No
	1	Case details shared at meeting when not necessary	No disciplinary action	No	No
	1	Care document sent to correct GP but home address	No disciplinary action	No	No
	1	Files left in storage when should have been destroyed	No disciplinary action	No	No
	1	Report sent to generic internal email address	Partner investigation	No	No
	1	Case details emailed to incorrect internal recipient	Investigation concluded error	No	No
	1	Case details emailed to officer no	Investigation concluded	No	No

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			longer involved in case	error		
		1	Third party provider left social care paperwork at property	Partner investigation	No	No
		1	Case details emailed internally using CC instead of BCC	Partner investigation	No	No
		1	Secure email sent to incorrect recipient	Partner investigation	No	No
		1	Employee details sent to incorrect internal recipients	No disciplinary action	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Customer alleged that personal details had been disclosed to him	No disciplinary action	No	No
		1	Details supplied internally for assessment of needs were more than required	No disciplinary action	No	No
		1	Report emailed to incorrect school	Investigation concluded error	No	No
		1	Invite to meeting sent to incorrect GP	Investigation concluded error	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Personal email addresses disclosed using CC instead of BCC field	No disciplinary action	No	No
		1	Letter issued to incorrect recipient	Investigation concluded error	No	No
		1	Meeting minutes sent to incorrect GP	Investigation concluded error	No	No

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	1	Invite to meeting sent to incorrect address	Investigation concluded error	No	No
	1	fax sent to incorrect number but never received	No disciplinary action	No	No
	1	Third party sent emails to incorrect recipient	No disciplinary action	No	No
	1	employees on at risk of redundancy register names and grades disclosed	Partner investigation	No	No
	1	letter sent to ex-partner of client	No disciplinary action	No	No
	1	Employee supervision file lost	No disciplinary action	No	No
	1	Email referring to a benefit claim sent to incorrect internal recipient	Investigation concluded error	No	No
	1	Personal email address revealed by using CC field and not BCC	No disciplinary action	No	No
	1	Family member obtained sensitive email	No disciplinary action	No	No
	1	Complaint form incorrectly attached to an unrelated email	No disciplinary action	No	No
	1	Sensitive report left on printer	Partner investigation	No	No
	1	Benefits letter sent to wrong address	Partner investigation	No	No
	1	Incorrect attachment regarding expenses sent internally	No disciplinary action	No	No
	1	Care notes attached to incorrect record	No disciplinary action	No	No
	1	Care notes attached to incorrect record	No disciplinary action	No	No
	1	Customer stated that had hand	No disciplinary action	No	No

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			delivered form to office			
		1	Officer notebook reported lost	No disciplinary action	No	No
		1	Email sent to incorrect internal generic email	No disciplinary action	No	No
		1	Address of child disclosed to birth mother	Investigation concluded error	No	No
		1	Tenant details shared with landlord	Investigation concluded error	No	No
		1	Inappropriate access of data	Under Investigation	No	No
		1	Email sent to incorrect external recipient	Investigation concluded error	No	No
		1	Email sent to incorrect external recipient	Investigation concluded error	No	No
		1	Alleged that sensitive information was disclosed regarding past unproven allegations	No disciplinary action	No	No
		1	Letter sent to incorrect address regarding attending a meeting	No disciplinary action	No	No
		1	Officer discussed school details with believed right person on telephone	No disciplinary action	No	No
		1	Sensitive details were believed to have been downloaded by unknown persons from secure website	No disciplinary action	No	No
		1	Email sent to incorrect internal recipient	Partner investigation	No	No
		1	Email containing sensitive information forwarded to inform of a change of address (internally)	Partner investigation	No	No

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		1	Email containing usernames and passwords shared with other staff	No disciplinary action	No	No
		1	Payments details for tenants and landlords issued to the incorrect landlords	Partner investigation	No	No
		1	Benefits letter sent to wrong address	Partner investigation	No	No
		1	Incorrect employer contacted regarding a debt	Partner investigation	No	No
		1	Application form handed to customer's daughter without consent	No disciplinary action	No	No
Plymouth	Refused: Cost and Time					
Poole	87	3	Information not provided	Disciplined internally	No	No
		84	Potential breaches	No disciplinary action	No	No
Portsmouth	32	1	1) Misuse of PCC computerised systems 2) Breach of Data Protection by attempting to and accessing unauthorised personal records - related to a child.	Dismissed - Referred to ICO.	No	No
		1	1) Accessed the records of several clients on a number of occasions with no business need to do so 2) Passed highly sensitive confidential information to a third party. 3) Brought PCC into disrepute.	Dismissed - Referred to ICO.	No	No

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		1	Shared confidential information with a prosecuting barrister without the consent of the client.	Final Written Warning. Demoted for 6 months.	No	No
		1	Inappropriately accessed a client file and printed a letter from this file.	First Written Warning	No	No
		1	Accessing information of a Portsmouth City Council Housing tenant and their partner inappropriately and unnecessarily	Final Written Warning	No	No
		1	Undertook an Experian report search for own personal information.	Final Written Warning	No	No
		1	Missing/lost school reports despatched - Reports held personal data of 350 pupils and 637 guardians.	No action	No	No
		1	Loss of Children's services Digital camera.	No action	No	No
		1	Suspected Child protection info sent to individual with same name and DOB (info provided by police).	No action	No	No
		1	Missing /lost sheltered investigation file (manual).	No action	No	No
		1	2 school census reports misdirected to the other school via school system.	No action	No	No
		1	753 letters addressed and sent to	No action	No	No

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			carers with wrong name.			
	1		Disciplinary report sent to school governors last address as failed to advise of change of address.	No action	No	No
	1		Youth Offending team spreadsheet.	No action	No	No
	1		Child offender details.	All Staff reminded of the need for accuracy. No action	No	No
	1		Adoption panel notes.	Councillor formally reminded of their responsibility	No	No
	1		PRRT client info stolen.	Staff member and team received refresher IG training - Reported to the ICO.	No	No
	1		Child care review minutes sent to wrong address.	No action	No	No
	1		Child Protection minutes sent to wrong address.	No action	No	No
	1		Library consultation details (email and postal address).	No action	No	No
	1		Special Education Needs file.	Contractor disciplined	No	No
	1		Adult social care client panel report emailed to wrong recipient.	No action	No	No
	1		Ex-employee information interleaved in another's file and sent to wrong address.	No action - team process amended	No	No
	1		Education Notice of Contact sent to	No action - team process	No	No

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			wrong parent (parents estranged).	amended		
		1	Children's centre registration form sent to wrong family (ex-husband new partner).	No action	No	No
		1	Social worker collected info off a printer (which also contained caseload of another social worker) which was sent to client in error.	No formal action as new printer rollout programme and not all features enabled.	No	No
		1	Transport Consultation sent to multiple email recipients rather than "BCC".	Member of staff reminded of Email procedure - Member of the public complained to ICO.	No	No
		1	Staff forward member of public complaint direct to contractor.	Member of staff reminded of Email procedure	No	No
		1	Automated system for enveloping council tax bills placed 3 bills in one envelope.	Automated system replaced	No	No
		1	Housing passed address details of Adult Mental Health client to Solent NHS without client consent.	No action but review of IG Training requirements in Housing	No	No
		1	Surname of Vulnerable person involved in Cllr Hancock case posted on PCC website.	Officer received a review of IG training - Reported to ICO.	No	No
		1	Tenancy support officer had work mobile phone and paperwork stolen from home.	No formal action	No	No
Reading³⁵	No DPA Breaches					

³⁵ Questions 3 and 5 - Information not held.

Redcar and Cleveland	No DPA Breaches					
Rutland	1	1	Names of residents in local authority housing.	Suspended from work without pay for two weeks.	No	No
Shropshire	3	1	Letter to third-party containing more information than required.	No Disciplinary Action	No	No
		1	Bulk email including some personal email addresses was not sent in 'blind copy' format.	No Disciplinary Action	No	No
		1	Letter to third-party containing someone else's personal information.	Written Warning	No	No
Slough	8	1	Laptop, USB stick and paper files stolen from boot of locked car - 2 pupil files/2 school files with minutes of meetings	Investigated - Reported to ICO.	No	No
		1	Tablet PC stolen during a house burglary - PC contained information regarding 6 clients.	Investigated.	No	No
		1	Unnecessary access - Housing file.	Written Warning.	No	No
		1	Loss of a paper file during an office move - Sensitive personal data of children who were accessing a service.	Investigated.	No	No
		1	Paper file left in council staff car park - Adoption assessments.	Investigated.	No	No
		1	Letter inadvertently attached to	Internal investigation.	No	No

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			another letter and sent to a firm of solicitors - Personal data.			
		1	Contractor inadvertently attached a spreadsheet to an email - Personal data.	Written warning. Staff training provided.	No	No
		1	Spreadsheet inadvertently attached to an email and sent to schools - Schools budget data.	Internal Investigation.	No	No
South Gloucestershire³⁶	5	5	Information not broken down - see note	Disciplined Internally	No	No
Southampton	53	1	Loss of file	No disciplinary action	No	No
		1	Information automatically printed at different part of the Council	No disciplinary action	No	No
		1	Email sent to wrong email address	No disciplinary action	No	No
		1	Disclosure of sensitive information by staff member	No disciplinary action	No	No
		1	Email forwarded to wrong department	No disciplinary action	No	No
		1	Information automatically printed to wrong printer	No disciplinary action	No	No
		1	Lost file.	No disciplinary action	No	No
		1	File missing	No disciplinary action	No	No
		1	Loss of files	Appropriate disciplinary measures investigated but not followed through as officer left authority.	Yes	No

³⁶ Response notes: "The reasons behind the HR cases were - not keeping sensitive information secure, accessing information relating to a work colleague for no apparent reason and inappropriately disclosing trade union membership of a colleague"

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	1	Unable locate file	No disciplinary action	No	No
	1	Information wrongly posted on the internet	No disciplinary action	No	No
	1	Ex-employee transferred highly sensitive data to his personal email account	Self-report to Information Commissioner's Office (ICO). Legal action taken against ex-employee. ICO successfully prosecuted ex-employee	No	Yes
	1	Email sent to the wrong recipient within the Council	No disciplinary action	No	No
	1	A copy of email was sent to the wrong employee	No disciplinary action	No	No
	1	Could not locate file.	No disciplinary action	No	No
	1	Email sent to the wrong email recipient	No disciplinary action	No	No
	1	Unable to locate file	No disciplinary action	No	No
	1	Form was faxed to different team within the Council	No disciplinary action	No	No
	1	Temporary staff member accessed a list of leisure users and sent them a marketing letter on behalf of private company	Temporary member of staff suspended and then told they were no longer required to work for the facility.	No	No
	1	Incomplete application form has been sent to wrong address	No disciplinary action	No	No
	1	Laptop, mobile and memory stick stolen from Shirley Depot	Police notified.	No	No

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	1	Diary was mistakenly left at external address	Police notified.	No	No
	1	letter sent to wrong address	No disciplinary action	No	No
	1	Council information about an individual was shared with their family member	No disciplinary action	No	No
	1	Sensitive information about data subject accidentally disclosed to his employer	No disciplinary action	No	No
	1	letters sent to wrong addresses	No disciplinary action	No	No
	1	Documents was left in external area and then handed to the police.	No disciplinary action	No	No
	1	Misdirected email and information lost in transit	No disciplinary action	No	No
	1	Report sent to wrong individuals	No disciplinary action	No	No
	1	Unauthorised release of information	No disciplinary action	No	No
	1	Information shared without following the council's procedures	No disciplinary action	No	No
	1	Letter delivered to wrong address	No disciplinary action	No	No
	1	Forms were misplaced	No disciplinary action	No	No
	1	Information shared without any without any legal requirement or business need to	No disciplinary action	No	No
	1	Loss of files from filing system.	No disciplinary action	No	No
	1	Personal details sent to the wrong member of staff	No disciplinary action	No	No
	1	Email ID were shared with all	No disciplinary action	No	No

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			recipients of the email when then should have been hidden			
	1		Personal details were left unattended where other staff members could see	No disciplinary action	No	No
	1		Information incorrectly shared with third parties	No disciplinary action	No	No
	1		Details shared with the wrong individual	Self-report to the ICO. Disciplinary action is currently being considered, the case is ongoing.	No	No
	1		Envelope arrived open on receipt	No disciplinary action	No	No
	1		Information sent to wrong recipient	No disciplinary action	No	No
	1		Inaccurate details we held lead to unauthorised disclosure of information	No disciplinary action	No	No
	1		Information recorded in inappropriate location	No disciplinary action	No	No
	1		Letter sent to wrong recipient	No disciplinary action	No	No
	1		Letter sent to wrong address	No disciplinary action	No	No
	1		Letter passed to wrong recipient	No disciplinary action	No	No
	1		Unsecure disposal of documents	Self-report to the ICO. Disciplinary action is currently being considered, the case is ongoing.	No	No
	1		Letter sent to wrong address	No disciplinary action	No	No
	1		Information revealed to wrong recipient	No disciplinary action	No	No

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		1	Email sent to wrong email address	No disciplinary action	No	No
		1	Unauthorised disclosure of file in an attachment to an email which was then copied to staff	No disciplinary action	No	No
		1	Letters enclosed in wrong envelopes and posted to recipients	No disciplinary action	No	No
Southend-on-Sea	3	2	Information not provided	Disciplined Internally	No	No
		1	Information not provided	Investigation instigated but employee retired	No	No
Stockton-on-Tees	6	1	Discussing a client in a public place.	Final written warning	No	No
		1	Inappropriately accessing information and sharing with a 3rd party.	Written warning	No	No
		3	Information distributed incorrectly.	Firm Management guidance for team	No	No
		1	Inappropriately accessed and used confidential information in relation to a personal matter.	Final written warning	No	No
Stoke-on-Trent	5	1	Emails sent to wrong address - sensitive information and legal documentation.	Fine - Reported to ICO.	No	No
		1	Sensitive information sent to wrong email address - contents unknown.	Disciplined Internally - Reported to ICO.	No	No
		1	Service user report sent to wrong service user - A review child in need plan.	Case ongoing - Reported to ICO.	No	No
		1	Information provided incorrectly - Records of telephone calls relating	No disciplinary action - Reported to ICO.	No	No

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			to other individuals.			
		1	Inappropriate disclosure of an address - A set of minutes disclosing address.	No disciplinary action - Reported to ICO.	No	No
Swindon	1	1	Access to External Database where employee was given continued access when NHS staff moved to Local Authority. Accessed specific information for personal interest.	Final Written Warning	No	No
Telford and Wrekin ^{37 38}	175	150	Information accidentally sent/made available to the incorrect recipient	Information not broken down - see note.	Information not broken down	
		8	Accidental release of personal information verbally			
		4	Documents containing sensitive information left in an insecure location			
		3	Documents/information containing sensitive information disposed of inappropriately			
		10	Information lost or stolen			
Thurrock ³⁹	49	10	Information not provided	Disciplined Internally	No	No

³⁷ From 2014 report - "For each of the confirmed breaches IG agreed actions with the relevant management team to minimise the impact of the breach on the customer. The Council has also changed procedures and provided training to reduce the possibility of similar data breaches occurring in the future. Formal action has been taken in 2 cases."

³⁸ From 2013 report - "For each of these breaches IG agreed actions with the relevant management team to minimise the impact of the breach on the customer. The Council has also changed procedures and provided training to reduce the possibility of similar data breaches occurring in the future. Disciplinary action has been taken in 3 cases: 2 officers have received warning letters. 1 officer resigned during the disciplinary process. In addition to this 1 further officer is currently being investigated under the Council's disciplinary rules. The outcome of this investigation is yet to be determined"

³⁹ Information based on a previous FOI response provided by the Local Authority.

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		39	Information not provided	No disciplinary action	No	No
Torbay	7	1	Notes of a meeting sent to wrong recipient - Details of young people involved in a Police investigation.	Final written warning issued.	No	No
		1	Sensitive information within paperwork shared with a third party - Adopter's address in a Life Story book shared with a child's birth family.	No disciplinary action.	No	No
		1	Accessing records of people known to employee leading to the abuse of position and serious breach of data protection - Email contained personal data of an ex-personal relationship.	Dismissed.	No	No
		1	Access of the Paris Social Care database for personal reasons - Confidential information with regards to Children's Services case recording of vulnerable families.	First written warning.	No	No
		1	Data Cleanse letters sent to wrong recipients' - Names, addresses, date of birth, telephone numbers, ethnicity, disability email address.	No disciplinary action.	No	No
		1	Payroll letters sent to wrong recipients' - Name, NI number, pay & tax details, p45s.	Agency Worker removed from assignment.	No	No

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		1	Warrant book and keys left in a vehicle that was broken into - Personal information with regard to Torbay vulnerable families and house keys.	First written warning.	No	No
Warrington	19	1	Letter sent out to incorrect address	No disciplinary action taken	No	No
		1	Email sent to primary school instead of high school email address	No disciplinary action taken	No	No
		1	Acknowledgement letter sent to incorrect recipient via email	No disciplinary action taken	No	No
		1	Council laptop and paperwork stolen from car	No disciplinary action taken	No	No
		1	Internal Council email sent to all one section instead of a specific team within that section	No disciplinary action taken	No	No
		1	Internal Council email sent to one section instead of individual using reply all	No disciplinary action taken	No	No
		1	Internal Council email sent to wrong council employee with same surname as intended recipient	No disciplinary action taken	No	No
		1	Laptop stolen from school	No disciplinary action taken	No	No
		1	Internal Council email sent to wrong council employee with same surname as intended recipient	No disciplinary action taken	No	No
		1	Letter sent out to incorrect address	No disciplinary action taken	No	No
		1	Internal council email sent to wrong council employee with same	No disciplinary action taken	No	No

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			surname as intended recipient			
		1	Paper records left in car which was stolen	No disciplinary action taken	No	No
		1	Email sent by foster carer to incorrect recipient	No disciplinary action taken	No	No
		2	Letter sent out to incorrect address	No disciplinary action taken	No	No
		1	Misplaced document after scanning into electronic system	No disciplinary action taken	No	No
		1	Internal council email sent out to incorrect internal recipient	No disciplinary action taken	No	No
		1	Internal council email sent to a council distribution group not individual	No disciplinary action taken	No	No
		1	Letter sent out to incorrect address	No disciplinary action taken	No	No
West Berkshire	48	1	Third party agency lost/mislaid sensitive personal client data (service plans). No of clients affected 5.	No disciplinary action taken - Report sent to ICO.	No	No
		1	2 drawer filing cabinet containing personal data lost in office move.	No disciplinary action taken	No	No
		1	Encrypted laptop stolen	No disciplinary action taken	No	No
		1	Copy of unrelated email attached to a report and posted to parent. 1 individual affected	No disciplinary action taken	No	No
		1	Camera lost at event contained pictures of children taken at the event	No disciplinary action taken	No	No
		1	Looked After Child review posted to	No disciplinary action taken	No	No

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		wrong address (house number on case file is wrong). 1 child affected			
	1	Family conference report sent to wrong address. 1 child affected	No disciplinary action taken	No	No
	1	Agency worker posted copies of 3 CT letters to one recipient (same surname). No sensitive data	No disciplinary action taken	No	No
	1	Library staff member inadvertently mentioned name of another library user to library user she was serving (they knew each other)	No disciplinary action taken	No	No
	1	Education report on one child compiled with another child's details and sent to wrong school and wrong parent	No disciplinary action taken	No	No
	1	SEN letter (1 child) sent to wrong address	No disciplinary action taken	No	No
	1	Minutes of CP meeting sent to officer at Mencap when they had moved to new offices. 1 child affected	No disciplinary action taken	No	No
	1	Secure email relating to one nursery sent to another nursery. (List of children's names, postcodes, dob and free entitlement)	No disciplinary action taken	No	No
	1	Foster carer's phone no provided to parent (confidential data).	No disciplinary action taken	No	No
	1	Letter regarding payments for a	No disciplinary action taken	No	No

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		child (no child data) sent to wrong address, recipient is employee who returned it.			
	1	Third party agency lost keysafe details for several clients including 4 WBC clients	No disciplinary action taken	No	No
	1	Original record for adult client provided to parents who were only entitled to a copy of some of the data.	No disciplinary action taken	No	No
	1	Care Agency left 23 black sacks of paperwork behind after an office move. 100s of clients in several authorities affected.	No disciplinary action taken at West Berkshire Council - Reported to ICO.	No	No
	1	Email sent internally to wrong recipient contained employee pay details	No disciplinary action taken	No	No
	1	Letter sent to old address (1 client)	No disciplinary action taken	No	No
	1	Email re SEN data sent to wrong person.	No disciplinary action taken	No	No
	1	Lost encrypted memory stick	No disciplinary action taken	No	No
	1	Old (2011) CP report for child in Reading found locally and handed in.	No disciplinary action taken	No	No
	1	Email sent to one parent re Appeal/Complaint contained name (no other data) of another child	No disciplinary action taken	No	No
	1	laptop bag with encrypted laptop	No disciplinary action taken	No	No

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			and diary with some personal client details stolen from officer's home			
		1	Letter sent to individual copied a previous letter to another person and left in some personal data. 1 individual	No disciplinary action taken	No	No
		1	Email regarding a complaint sent to wrong recipient. 1 individual	No disciplinary action taken	No	No
		1	Copy of child report in envelope marked private and confidential found in branch of bank. 1 child	No disciplinary action taken	No	No
		1	Fax containing sensitive personal data sent to wrong address. 1 child	No disciplinary action taken	No	No
		1	Letter scanned and emailed internally to wrong recipient. 1 individual	No disciplinary action taken	No	No
		1	Child report sent to wrong recipient. Recipient used Facebook to track down correct client and passed report on. Client reported this.	No disciplinary action taken	No	No
		1	Service user folder found dropped in lane near Swindon by officer from other LA	No disciplinary action taken	No	No
		1	File on client's self-employment lost internally	No disciplinary action taken	No	No
		1	Letter sent to old address of mother of service user. Recipient opened	No disciplinary action taken	No	No

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			this although marked confidential and double bagged.			
		5	External Solicitor sent out ELM reports including personal address data after these were passed to them for an insurance claim.	No disciplinary action taken	No	No
		1	Officer accessed child reports and offered to provide copies to a relative	Employee resigned - Reported to ICO.	Yes	No
		1	Letter sent to parents of a child used another letter as a template and failed to remove details of the other child.	No disciplinary action taken	No	No
		1	External organisations and internal staff sending emails to wrong recipient (same surname and same initial as two other staff members)	No disciplinary action taken	No	No
		1	Personal data of one staff member accessed and retained by another.	Employee resigned and Reported to ICO.	Yes	No
		1	Letter sent to wrong client (accidentally attached to back of another letter)	No disciplinary action taken	No	No
		1	Care invoice posted to wrong person	No disciplinary action taken	No	No
		1	Personal data of a number of staff members inadvertently made available to a number of other members of staff. (around 6	No disciplinary action taken - Reported to ICO.	No	No

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			employees involved, small amounts of data in each case)			
		1	Letter including information on another child's schooling (school names) sent to parents. No sensitive personal data and no child's name included.	No disciplinary action taken	No	No
		1	SEN report sent to wrong address - reported by recipient.	No disciplinary action taken	No	No
Wiltshire	5	1	Making requests for customer information	Employee made redundant during course of investigation	No	No
		1	Customer file contaminated with information relating to another customer	Disciplined internally	No	No
		1	Accessed a colleague's personal file	Disciplined internally	No	No
		1	Disclosed confidential customer information to a third party	Dismissed	No	No
		1	Disclosed confidential customer information to a third party	Disciplined internally	No	No
Windsor and Maidenhead⁴⁰	2	2	Information not provided	Disciplined internally	No	No
Wokingham	1	1	Care Package benefits being received	Employee disciplined and dismissed	No	No
York	73	1	Information not provided	Disciplined Internally	No	No
		72	Information not provided	No disciplinary action	No	No

⁴⁰ Question 5 - Information not held.

Welsh Unitary Authorities						
Blaenau Gwent	Did not respond to FOI					
Bridgend	4	1	A mobile telephone was reported lost for a few hours by a member of staff but was later recovered. The phone contained personal data relating to service users.	The incident was reported to the Information Commissioner.	Refused: Section 40(2)	
		1	A laptop and file containing personal data were stolen from a staff member's car. The laptop was fully encrypted.	The incident was reported to the police and the Information Commissioner's Office. The data subjects were notified and received an apology.		
		1	A document containing sensitive personal data was sent to print by a staff member but was released at another printer in a different area of the Authority.	The incident was recorded on the security log. The breach was caused by an issue with the multi-functional devices.		
		1	An e-mail containing sensitive personal data was sent to the incorrect recipient.	The incident was reported to the Information Commissioner's Office and the intended recipient was notified and received an apology.		
Caerphilly	No DPA Breaches					
Cardiff	6	1	Information stolen from employees car. Not locked away in line with the Councils Homeworking Policy	Service Area advised to deal with the matter in line with Council disciplinary	No	No

				procedures and the outcome to be reported to the Information Team. Warning.		
		1	Customer complained as believed their data (CCTV footage) had been accessed	Disciplinary action undertaken against the employee concerned. Investigated	No	No
		1	39 letters sent to incorrect recipients as printed duplex and not simplex	Disciplinary action against employee Investigate if simplex printing can be a default. Investigated. Written Warning.	No	No
		1	Forms were stored in an employee's home against Council Policy	Disciplinary Action against employee. Dismissed.	No	No
		1	Customer complained as identification provided to the Council was forwarded to a school without the data subject's permission.	Disciplinary Action against employee. Written Warning.	No	No
		1	Information disclosed in error during an investigation	Disciplinary Action against employee. Investigated. Former employee.	No	No
Carmarthenshire	No DPA Breaches					
Ceredigion	1	1	Information sent to incorrect address	Training provided to ensure no further repeat of breach	No	No
Conwy	No DPA Breaches					
Denbighshire	No DPA Breaches					

Flintshire	No DPA Breaches					
Gwynedd	24	1	Laptop mislaid but was encrypted	Final Written Warning	No	No
		1	Incorrect address on letter	Written Warning	No	No
		1	Files mislaid when being transported	Written Warning	No	No
		1	Information not provided	Employment Terminated	No	No
		20	Information not provided	No disciplinary action	No	No
Isle of Anglesey	11	1	Data disclosed– sent to the wrong person - Minutes of meeting containing personal information.	Internally disciplined	No	No
		1	Minutes sent to wrong recipient - Sensitive LAC review minutes.	Internally disciplined	No	No
		1	Information sent in error - Sensitive data.	Internally disciplined	No	No
		1	Letter sent to tenant rather than the landlord - Landlord's bank details.	No disciplinary action	No	No
		1	Confidential data found in Council waste skip - Staff details.	No disciplinary action	No	No
		1	Papers for a Fostering meeting sent to wrong person - Details of fostered children.	No disciplinary action	No	No
		1	Letters sent to wrong address - Benefit notification letters.	No disciplinary action	No	No
		1	E-mail sent to incorrect internal recipient - Information relating to a complaint.	No disciplinary action	No	No
		1	E-mail sent to incorrect internal	No disciplinary action	No	No

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			recipient - Personal and sensitive staff data.			
		1	Loss of mobile phone - Personal phone numbers.	No disciplinary action	No	No
		1	Stolen data/ hardware from Officer's home address - Sensitive personal data.	No disciplinary action and Reported to ICO.	No	No
Merthyr Tydfil	4	4	Information not provided	No disciplinary action	No	No
Monmouthshire	No DPA Breaches					
Neath Port Talbot	No DPA Breaches					
Newport	16	1	Accessed personal information for personal interest	Employment terminated	No	No
		1	Inappropriately shared customer information with a third party	Final written warning	No	No
		1	Stored information on non- council owned equipment	First written warning	No	No
		13	Information not provided	No disciplinary action	No	No
Pembrokeshire⁴¹	6	1	Third party customer data held on file released without the consent of the third parties to another customer.	No disciplinary action	No	No
		1	Personal data relating to another staff member accessed without authorisation.	No disciplinary action	No	No
		1	Customer information shared by staff member with an unauthorised	No disciplinary action	No	No

⁴¹ Questions 2, 3 and 4 refused under Section 40(2).

			third party.			
		1	Personal data about customer sent without consent to a third party.	No disciplinary action	No	No
		1	Personal data published without consent from individuals.	No disciplinary action	No	No
		1	Personal data relating to four individuals shared with each other without consent.	No disciplinary action	No	No
Powys	Refused: Cost and Time					
Rhondda, Cynon, Taff	3	3	Potential breaches	Reported to the ICO - No disciplinary action	No	No
Swansea	2	2	Report of personal data being released inappropriately	Internally disciplined	No	No
The Vale of Glamorgan	Did not respond to FOI					
Torfaen	No DPA Breaches					
Wrexham	No DPA Breaches					
Northern Irish District Council Areas						
Antrim	No DPA Breaches					
Ards⁴²	13	13	Information not provided	No disciplinary action	No	No
Armagh	No DPA Breaches					
Ballymena	No DPA Breaches					
Ballymoney	No DPA Breaches					
Banbridge	No DPA Breaches					
Belfast	5	1	Personal data of a Council employee inadvertently stored in an	No disciplinary action	No	No

⁴² Breaches only recorded from 1st April 2012 onwards.

			electronic folder without the correct access controls being applied.			
		1	Personal data of a Council employee inadvertently shared on stored electronic drive.	No disciplinary action	No	No
		1	More personal data than was necessary about a Council employee relating to an internal disciplinary investigation was inadvertently disclosed in a letter sent to three other Council staff involved in the investigation.	No disciplinary action	No	No
		1	Access controls on an electronic folder containing the personal data of a Council employee relating to an internal grievance investigation were inadvertently removed.	No disciplinary action	No	No
		1	Personal data of councillors held on a database inadvertently disclosed by email to a member of the public.	No disciplinary action	No	No
Carrickfergus	No DPA Breaches					
Castlereagh	No DPA Breaches					
Coleraine	No DPA Breaches					
Cookstown	1	1	Information not provided	No disciplinary action	No	No
Craigavon	No DPA Breaches					
Derry City	No DPA Breaches					
Dungannon	No DPA Breaches					

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Fermanagh	No DPA Breaches					
Larne	No DPA Breaches					
Limavady	No DPA Breaches					
Lisburn	No DPA Breaches					
Magherafelt	No DPA Breaches					
Moyle	No DPA Breaches					
Newry, Mourne and Down	4	1	Work related email circulated to Council Line Managers within a Directorate - Driving history of an employee not within the Directorate.	No disciplinary action taken	No	No
		1	Work related electronic diary invite sent to incorrect employee - Council employee name and information related to employees' area of work.	No disciplinary action taken	No	No
		1	Employment related correspondence sent to incorrect address - Council employee name, address and wage details.	No disciplinary action taken	No	No
		1	Work related email sent to employee's personal email address - Names of two members of the public who had booked Council football pitches.	No disciplinary action taken	No	No
Newtownabbey	No DPA Breaches					
North Down	No DPA Breaches					
Omagh	No DPA Breaches					
Strabane	No DPA Breaches					

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Scottish Council Areas						
Aberdeen City ⁴³	13	1	Accessed confidential information.	Dismissed	No	No
		1	Shared confidential information with a third party.	Dismissed	No	No
		1	Shared confidential information.	Dismissed	No	No
		1	Sharing of third party information with an unauthorised user.	Verbal Warning	No	No
		1	Provided login details to a temp.	Verbal Warning	No	No
		1	Accessed and acted upon confidential information.	First Level Written Warning	No	No
		1	Email containing personal information sent in error.	Verbal Warning	No	No
		1	Disclosed personal information.	First Level Written	No	No
		1	Disclosed personal information.	Verbal Warning	No	No
		1	Disclosing confidential information.	Final Warning and Punitive Demotion	No	No
		1	Information left on desk overnight.	Verbal Warning	No	No
		1	Accessed confidential information.	Verbal Warning	No	No
		1	Accessed confidential information.	Internal disciplinary investigation non concluded.	No	No
Aberdeenshire	11	1	Personal data inadvertently released as part of a FOI response.	No disciplinary action	No	No
		1	Unencrypted curricular laptop stolen. Laptop later recovered by Police - details of 200	No disciplinary action - Reported to ICO.	No	No

⁴³ Question 5 – Information not held.

			schoolchildren.			
		1	Locked filing cabinet with no key relocated from a joint-working shared Aberdeen City Council/Aberdeenshire Council office to an Aberdeen City Council office as part of an office move. Locked cabinet contained Aberdeenshire Council information. On forcing lock, data was discovered.	No disciplinary action	No	No
		1	Forwarding addresses for departing Council tenants, with monies owed to utility companies, provided to utility companies. No fair processing information provided to alert tenants that this could happen.	No disciplinary action	No	No
		1	Council department failed to update a record when an individual called to advise of tenants vacating her property, resulting in a subsequent Sherriff Officer visit.	No disciplinary action - ICO complaint	No	No
		1	Email sent to one incorrect external recipient.	No disciplinary action	No	No
		1	Letter sent to incorrect address (neighbour).	No disciplinary action	No	No
		1	Letter sent to incorrect address (another member of staff).	No disciplinary action	No	No

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		1	Student on placement within Council sent email via personal email account instead of Council email account.	No disciplinary action - reported to ICO.	No	No
		1	Paper file lost – placed on roof of car.	No disciplinary action - reported to ICO.	No	No
		1	Wrong attachment attached to an email sent to one external recipient	No disciplinary action	No	No
Angus	No DPA Breaches					
Argyll and Bute	1	1	Unauthorised disclosure of personal information in response to a Subject Access Request.	No disciplinary action	No	No
Clackmannanshire	4	1	More information was released as part of the file than was requested or permitted to that data subject.	No disciplinary action taken	No	No
		1	Document posted to the wrong address.	No disciplinary action taken. Investigation unable to conclude specific member of staff who may have posted to wrong address	No	No
		1	Poor records management.	Recommendations to remove and tidy up record store by those services involved.	No	No
		1	File sent to wrong address.	Staff reminded of procedures when sending out mail and encouraged to repeat electronic training	No	No

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				on data protection. The service were also advised to review their procedures.		
Dumfries and Galloway⁴⁴	4	1	Unauthorised access to a Council database	Final Written Warning Issued	No	No
		1	Sensitive data	Written Warning	No	No
		1	Accessed own information in third party database	Final Written Warning	No	No
		1	Accessed information of people known to them from Council database	Resigned prior to disciplinary hearing	Yes	No
Dundee City⁴⁵	No DPA Breaches					
East Ayrshire	No DPA Breaches					
East Dunbartonshire	1	1	Correspondence sent to a former employee sent in error to another former employee	No disciplinary action	No	No
East Lothian	5	1	Employee took another employee's details home and emailed them back to the workplace from a personal email account.	Final Written Warning	No	No
		1	Shared employee details to work colleagues by email.	Counselling	No	No
		1	Took School Pupil files home.	Verbal Warning	No	No
		1	Verbally shared pupil details with another parent.	Verbal Warning	No	No

⁴⁴ Question 5 – Information not held.

⁴⁵ Question 4 rejected due to Section 38(1)(b) and (2)(a)(i) of the Freedom of Information (Scotland) Act 2002.

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		1	Accessed member of public's details on Council system.	No disciplinary action	No	No
East Renfrewshire	10	1	Disclosing a child's medical condition on a public listing on a class sign in sheet	Written Warning	No	No
		1	Placing residents information and inappropriate information on Face Book page	Final Written Warning	No	No
		1	Accessing Client record inappropriately	No Action Employee Resigned April 2012	Yes	No
		1	Information Commissioner advised of a loss of sensitive personal data as a result of a USB portable storage device being stolen by a pupil from a class. The USB device had pupil records stored on it that dated back over 3 years.	No disciplinary action	No	No
		2	Loss of USB device with personal sensitive data on it -Information Commissioner and parents have been informed	Written Warning	No	No
		1	The loss of 2 Registers in relation to tennis sessions containing personal sensitive data on Tuesday, 25 September 2012; and The delayed reporting/escalation of the loss of said Registers referred to in Point 1 above until Thursday 4th October 2012;	No disciplinary action	No	No

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		1	The loss of 2 Registers in relation to tennis sessions containing personal sensitive data on Tuesday, 25 September 2012; and The delayed reporting/escalation of the loss of said Registers referred to in Point 1 above until Thursday 4th October 2012;	No disciplinary action	No	No
		2	Allegation of a breach of data protection from an external candidate - customer complaint	No disciplinary action	No	No
City of Edinburgh	Refused: Cost and Time					
Eilean Siar	No DPA Breaches					
Falkirk	3	2	Work diaries lost	Internal Investigation	No	No
		1	Council Tax database information containing both husband and wife's name as jointly and severally liable taxpayers	Member of staff spoken to by a Senior Manager; self-report to ICO	No	No
Fife	3	1	Information not provided	Suspended	No	No
		2	Information not provided	No Disciplinary Action	No	No
Glasgow City	128	1	Bags of confidential waste left in vacated office and discovered by Council staff	No disciplinary action	No	No
		1	Three encrypted laptops stolen during break in.	No disciplinary action	No	No
		1	2 unencrypted laptops stolen from Council office.	Final Warning - Reported to ICO.	No	No
		1	Unencrypted desktop PC found by	No disciplinary action	No	No

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			Council staff in a cabinet they collected from a vacated office			
		1	Paper files left in vacated office and discovered by Internal Audit	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee while travelling to City Centre	No disciplinary action	No	No
		1	Marriage register was left behind when Registrars vacated the premises.	No disciplinary action	No	No
		1	FOI review letter sent mistakenly to external company instead of GCC customer care team.	No disciplinary action	No	No
		1	Cheques dropped by employee while transferring them between Council Offices	Written Warning	No	No
		1	Council Tax letters - 677 cases where a landlord has received a letter intended for the tenant and 1130 cases where the tenant has received the landlord's letter due to an error in the system used to produce letters	No disciplinary action - Reported to ICO.	No	No
		1	Benefit claimant requested copies of all correspondence relating to their claim since Sept 2012. Operator issued all correspondence without receiving appropriate documentation and verifying ID. No	No disciplinary action	No	No

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			suggestion that data went to wrong person but procedure not followed			
		1	DWP identified that unauthorised trace activity to DWP's Customer National database of all UK adult residents by a GCC employee	Suspended from work pending investigatory hearing. Disciplinary Hearing resulted in summary dismissal. DWP - removal of CIS access for 24 months and threat of prosecution.	No	No
		1	11 unencrypted PCs awaiting disposal went missing while in a storeroom which was left unlocked	No disciplinary action	No	No
		1	Unencrypted laptop lost. No details of how loss occurred provided.	No disciplinary action	No	No
		1	Encrypted laptop lost after a meeting in Council office.	No disciplinary action	No	No
		1	Unauthorised use of unencrypted memory stick	Dismissed	No	No
		1	Encrypted USB stick went missing from employee's work bag.	No disciplinary action	No	No
		1	Encrypted memory stick lost at home of employee. He believed it was put in his bin in error.	No disciplinary action	No	No
		1	Unencrypted mobile phone	No disciplinary action	No	No
		1	Encrypted memory stick lost by employee on journey to work which	No disciplinary action	No	No

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			included a taxi journey			
		1	Encrypted memory stick went missing after a training event.	No disciplinary action	No	No
		1	Unencrypted SIM card for mobile phone lost by employee.	No disciplinary action	No	No
		1	Unencrypted mobile phone lost during delivery between offices.	No disciplinary action	No	No
		1	Encrypted Blackberry lost in office	No disciplinary action	No	No
		1	2 encrypted Blackberrys discovered to be missing from a box of Blackberrys that were to be given to staff	No disciplinary action	No	No
		1	Unencrypted mobile phone lost by employee.	No disciplinary action	No	No
		1	Encrypted memory stick lost by employee on journey to work	No disciplinary action	No	No
		1	Unencrypted mobile phone lost by employee.	No disciplinary action	No	No
		1	Money Advice Files left in vacated office and discovered by Council staff	No disciplinary action	No	No
		1	Unencrypted mobile phone lost by employee.	No disciplinary action	No	No
		1	Unencrypted mobile phone lost by employee when travelling between homes of clients	No disciplinary action	No	No
		1	Encrypted Blackberry went missing after being left at a meeting	No disciplinary action	No	No

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		1	Encrypted Blackberry lost by employee. No details provided of how it was lost	No disciplinary action	No	No
		1	An Excel spreadsheet emailed in error to the wrong person internally	No disciplinary action	No	No
		1	Encrypted memory stick lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry stolen during break in at employee's home	No disciplinary action	No	No
		1	Unencrypted mobile phone lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry stolen from office	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry stolen from office	No disciplinary action	No	No
		1	Encrypted Blackberry lost from employee's bag	No disciplinary action	No	No
		1	Paper files that had been left behind found while an office was being emptied.	No disciplinary action	No	No
		1	Encrypted Blackberry lost within office.	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee during cycle to work	No disciplinary action	No	No

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	1	Email containing data that should not have been included	No disciplinary action	No	No
	1	Hard copy data stolen during break in	No disciplinary action	No	No
	1	An employee left and was given the contents of her desk in a box, including some documents that were included in error.	No disciplinary action	No	No
	1	Encrypted Blackberry stolen from office desk drawer	No disciplinary action	No	No
	1	Files left on desks where public may be able to see them.	No disciplinary action	No	No
	1	Encrypted Blackberry went missing from employee's desk	No disciplinary action	No	No
	1	Unencrypted mobile phone lost	No disciplinary action	No	No
	1	Unencrypted mobile phone lost by employee between work and home.	No disciplinary action	No	No
	1	Encrypted memory stick lost by Social Worker while travelling between jobs.	No disciplinary action	No	No
	1	Encrypted memory stick lost by Social Worker while travelling between work and home	No disciplinary action	No	No
	1	Correspondence regarding a child protection case conference sent to someone the child has no relationship with	No disciplinary action	No	No
	1	Unencrypted mobile phone lost by	No disciplinary action	No	No

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		employee			
	1	Email sent to wrong contact in NHS.	No disciplinary action	No	No
	1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
	1	Encrypted USB stick lost during office move	No disciplinary action	No	No
	1	Encrypted Blackberry stolen from desk	No disciplinary action	No	No
	1	Employee unable to find her encrypted Blackberry on return from leave	No disciplinary action	No	No
	1	Encrypted Blackberry lost by employee	No disciplinary action	No	No
	1	Encrypted Blackberry left in filing cabinet while employee went on placement. On her return it was missing	No disciplinary action	No	No
	1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
	1	Encrypted USB stick lost by employee who has now left the Council	No disciplinary action	No	No
	1	Employee was on leave and was unable to find her encrypted Blackberry on her return	No disciplinary action	No	No
	1	Encrypted Blackberry stolen during break in at employee's house	No disciplinary action	No	No
	1	Employee's handbag, containing her	No disciplinary action	No	No

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			diary, stolen.			
		1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry lost	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry went missing from employee's bag	No disciplinary action	No	No
		1	Encrypted Blackberry accidentally thrown out at home by employee	No disciplinary action	No	No
		1	Unencrypted desktop PC stolen during break in in office	No disciplinary action	No	No
		1	Encrypted Blackberry stolen	No disciplinary action	No	No
		1	Encrypted USB stick lost in office	No disciplinary action	No	No
		1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
		1	Encrypted Blackberry left out to charge overnight by employee and was missing in the morning	No disciplinary action	No	No
		1	Ex SWS employee found to have stolen information	No disciplinary action	No	No
		1	Encrypted USB stick lost by employee during journey between 2 locations	No disciplinary action	No	No
		1	Encrypted Blackberry stolen	No disciplinary action	No	No
		1	Mobile phone lost by employee.	No disciplinary action	No	No
		1	Email sent to ALEO employee that should have gone to SWS	No disciplinary action	No	No

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	1	Encrypted laptop went missing during office move	No disciplinary action	No	No
	1	Files left on desks where public may be able to see them.	No disciplinary action	No	No
	1	Encrypted Blackberry lost by employee.	No disciplinary action	No	No
	1	Encrypted Blackberry stolen during break in at employee's home	No disciplinary action	No	No
	1	Encrypted USB stick lost by employee in her home	No disciplinary action	No	No
	1	Encrypted laptop stolen from a filing cabinet in office	Incident investigated - no formal action taken. Staff reminded of requirements for the secure storage of council equipment.	No	No
	1	2 digital cameras stolen from locked filing cabinet	No disciplinary action	No	No
	1	PC base units found by internal Audit in a vacated office during a physical security check	No disciplinary action	No	No
	1	2 external hard drives held in a team's office cupboard were found to be missing	No disciplinary action	No	No
	1	Encrypted laptop stolen during break in	No disciplinary action	No	No
	1	3 laptops and 7 memory cards stolen during a break in, We do not know if they are encrypted.	No disciplinary action	No	No

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	1	Encrypted laptop stolen during break in	No disciplinary action	No	No
	1	2 unencrypted desktop PCs stolen during break in	No disciplinary action	No	No
	1	18 laptops were stolen from a locked cupboard. Contained personal pupil information.	No disciplinary action	No	No
	1	Encrypted laptop and encrypted USB stick stolen	No disciplinary action	No	No
	1	7 unencrypted laptops stolen	No disciplinary action	No	No
	1	Email addresses and passwords (3 addresses from 2 schools) were hacked from an on-line system and posted on pastebin.com.	No disciplinary action	No	No
	1	Unencrypted laptop stolen during break in	No disciplinary action	No	No
	1	Encrypted laptop stolen	No disciplinary action	No	No
	1	Encrypted laptop lost by employee.	No disciplinary action	No	No
	1	Encrypted USB stick stolen	No disciplinary action	No	No
	1	Unencrypted laptop stolen during break in	No disciplinary action	No	No
	1	Encrypted USB stick lost by employee in office	No disciplinary action	No	No
	1	Unencrypted laptop stolen	No disciplinary action	No	No
	1	Employee's own unencrypted USB stick left in library and not recovered	No disciplinary action	No	No
	1	Information regarding a case	No disciplinary action	No	No

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			discussion for a pupil sent to parent of another pupil in error			
	1		Encrypted laptop stolen during break in	No disciplinary action	No	No
	1		Email sent to union reps who were asked not to share this data but one did. Additionally an extra tab was attached in error containing information that may allow staff to be identified.	No disciplinary action	No	No
	1		Encrypted desktop PC stolen during break in	No disciplinary action	No	No
	1		Encrypted desktop PC stolen during break in	No disciplinary action	No	No
	1		2 Apple Mac Mini computers were stolen during a break in	No disciplinary action	No	No
	1		School sent 3 emails to a parent that were not intended to be sent to her	No disciplinary action	No	No
	1		2 unencrypted memory sticks stolen	No disciplinary action	No	No
	1		Unencrypted laptop stolen during break in	No disciplinary action	No	No
	1		Encrypted Blackberry stolen during break in at employee's home	No disciplinary action	No	No
	1		Paper files left in cabinet in vacated office and discovered by Internal Audit	No disciplinary action	No	No
	1		Encrypted laptop stolen from	No disciplinary action	No	No

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			gallery area of office			
		1	Encrypted Blackberry left out in office overnight and went missing.	No disciplinary action	No	No
		1	Council files left in vacated office and discovered by Internal Audit	No disciplinary action	No	No
		1	Tapes left in vacated office and discovered by Internal Audit	No disciplinary action	No	No
		1	Paper files left in vacated office and discovered by Internal Audit	No disciplinary action	No	No
		1	Paper files left in vacated office and discovered by Internal Audit	No disciplinary action	No	No
		1	2 unencrypted desktop units went missing while awaiting collection for disposal	No disciplinary action	No	No
		1	Letter sent to letting agent rather than property owner	No disciplinary action	No	No
Highland	3	1	Negligent behaviour regarding laptop and sensitive data.	Disciplined Internally	No	No
		1	Unacceptable use of ICT and access to files for personal use and use of internet in core time.	Resigned during disciplinary proceedings	No	No
		1	Release of Confidential information.	No disciplinary action	No	No
Inverclyde	4	1	Envelope lost for hand delivery.	Disciplinary investigation resulting in no action.	No	No
		1	Error in landlord payment schedule.	No Disciplinary Action.	No	No
		1	Information not provided	Disciplined internally		
		1	Third party information sent in error to client.	No Disciplinary Action.	No	No

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Midlothian	4	1	Accessing personal data without the authority to do so.	Dismissed	No	No
		3	Disclosing sensitive personal data to the wrong recipients	Disciplined internally	No	No
Moray	12	1	Personal data inadvertently disclosed.	No disciplinary action	No	No
		1	Papers left in café following meeting.	No disciplinary action	No	No
		1	Incorrect email address used to convey client information.	No disciplinary action	No	No
		1	Rogue email address inadvertently used.	No disciplinary action	No	No
		1	Complaint to ICO re processing of personal data.	No disciplinary action	No	No
		1	E-mail sent to wrong recipients email recalled and recipients phoned to request they delete email.	No disciplinary action	No	No
		1	E-mail sent to member of public instead of employee with same name.	No disciplinary action	No	No
		1	Pen drive found containing personal and training files.	No disciplinary action	No	No
		1	Accessing records.	No disciplinary action	No	No
		1	Accessing records and confirming details to member of public.	No disciplinary action	No	No
1	Employee left Council and not returned address book containing	No disciplinary action	No	No		

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			service user addresses.			
		1	Lost folder containing personal details.	No disciplinary action	No	No
North Ayrshire	1	1	Accidental loss of personal information - P45	No disciplinary action	No	No
North Lanarkshire⁴⁶	28	28	Information not provided	No disciplinary action	No	No
Orkney Islands	1	1	Service User File	No disciplinary action	No	No
Perth and Kinross	4	4	All four cases involved a breach of Principle 7 Of the Data Protection Act: <i>"...unauthorised or unlawful processing of personal data and against accidental loss or destruction of, or damage to, personal data"</i>	Written Warning	No	No
Renfrewshire	1	1	serious' breach of the DPA	No disciplinary action - Reported to ICO.	No	No
Scottish Borders	If any breaches of the Data Protection Act have occurred within Scottish Borders Council the breach has been accounted to Scottish Borders Council as an organisation and not individual staff members.					
Shetland Islands	No DPA Breaches					
South Ayrshire	No DPA Breaches					
South Lanarkshire	Refused: Section 38(1) of the Freedom of Information Act - disclosure of personal information					
Stirling	13	6	Misdirected email	No disciplinary action	No	No
		3	Misdirected email	No disciplinary action - Reported to ICO.	No	No
		2	Misdirected mail	No disciplinary action	No	No

⁴⁶ Questions 2 and 3: rejected under Section 38 of the FOI(S)A

		1	Disclosed in error	No disciplinary action	No	No
		1	File missing	No disciplinary action	No	No
West Dunbartonshire	No DPA Breaches					
West Lothian	88	1	Loss of encrypted device	No disciplinary action	No	No
		1	Password policy breach	No disciplinary action	No	No
		2	Password policy breach and account accessed	No disciplinary action	No	No
		1	Personal and sensitive information damaged and lost by third party supplier	No disciplinary action	No	No
		2	Personal and sensitive information delivered incorrectly by third party supplier	No disciplinary action	No	No
		1	Personal and sensitive information delivered to wrong address and returned	No disciplinary action	No	No
		2	Personal and sensitive information disclosed by email	No disciplinary action	No	No
		11	Personal and sensitive information disclosed internally	No disciplinary action	No	No
		48	Personal and sensitive information disclosed to third party	No disciplinary action	No	No
		1	Personal and sensitive information disclosed to third party and lost	No disciplinary action	No	No
		1	Personal and sensitive information disclosed to third party and third party disclosed	No disciplinary action	No	No

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		5	Personal and sensitive information disclosed to third party by email	No disciplinary action	No	No
		1	Personal and sensitive information disclosed to third party supplier in error	No disciplinary action	No	No
		4	Personal and sensitive information lost	No disciplinary action	No	No
		4	Private email addresses disclosed	No disciplinary action	No	No
		1	Theft of laptop	No disciplinary action	No	No
		1	Information not provided	Employment terminated	No	No
		1	Information not provided	Written Warning	No	No
English Metropolitan Councils						
Barnsley⁴⁷	No DPA Breaches					
Birmingham	7	6	Information not provided	No disciplinary action	No	No
		1	Information not provided	Disciplinary stated on form. Reported to ICO.	No	No
Bolton	5	1	Inappropriate access to system	Dismissal	No	No
		2	Inappropriate access to system	Resigned	Yes	No
		1	Inappropriate access to system	Written Warning	No	No
		1	Inappropriate disclosure	Written Warning	No	No
Bradford	8	1	Improper use of official position for private gain	Employment terminated	No	No
		1	Improper use of official position for private gain	Disciplined internally	No	No
		1	Breach of Council Procedure	Disciplined internally	No	No
		1	Information Security Breach	Disciplined internally	No	No

⁴⁷ Question 3: Information not held.

		4	Information not provided	No disciplinary action	No	No
Bury	1	1	Information not provided	Disciplined internally	No	No
Calderdale	6	1	Incorrectly addressed envelope	Apology letter sent to third party and data protection training recommended.	No	No
		1	Child care meeting notes thrown into bin outside of council reception	CYP manager informed. Data protection awareness highlighted.	No	No
		1	Email intended for one person was inadvertently sent using the group drop down menu	Data protection training.	No	No
		1	Blackberry and 2 laptops stolen, break-in at our ICT Department	Insurance and Police contacted. Security heightened.	No	No
		1	File left in play centre by social worker. Assumed missing. Later handed in by staff at centre	Data protection training.	No	No
		1	Letter containing additional addresses of third parties was accidentally sent to wrong recipient	Individuals written to and apology sent. ICO informed.	No	No
Coventry	90	1	Information not provided	Employment Terminated	No	No
		12	Information not provided	Disciplined Internally	No	No
		1	Information not provided	Resigned during disciplinary procedures	No	No
		2	Destroyed in Error	No disciplinary action	No	No
		14	Lost/Stolen	No disciplinary action	No	No
		59	Unauthorised Disclosure	No disciplinary action	No	No
		1	Validation Failure	No disciplinary action	No	No

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Doncaster	106	1	Inappropriate accessing of information	Discipline	No	No
		1	Confidential service user information sent by email to an unsecure email	Discipline	No	No
		1	Inappropriate accessing of information for personal gain	Discipline	No	No
		1	Inappropriate accessing of information regarding a work colleague who is a service user	Discipline	No	No
		2	Inappropriate accessing of information for personal interest	Discipline	No	No
		1	Information not provided	Resigned	Yes	No
		99	Information not provided	No disciplinary action	No	No
Dudley	6	3	Information not provided	Disciplined Internally - One ongoing	No	No
		3	Information not provided	No disciplinary action	No	No
Gateshead	9	9	Information not provided	No disciplinary action	No	No
Kirklees	33	1	Client personal information handed to the wrong person	Formal meeting	No	No
		1	Client personal information released to another client in an email	Compromise Agreement	No	No
		1	Failure to secure confidential client records	Disciplinary action	No	No
		1	Client personal information released to an outside organisation	Formal meeting	No	No
		1	Laptops stolen from office	No disciplinary action	No	No

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		1	Personal information shared with outside agencies	No disciplinary action	No	No
		2	Personal information share with outside agency	No disciplinary action	No	No
		1	Lost USB Stick	No disciplinary action	No	No
		1	Temporary Event Notice sent to wrong address	No disciplinary action	No	No
		1	Message left on wrong answering machine	No disciplinary action	No	No
		1	Envelope for collection handed to wrong person	No disciplinary action	No	No
		1	Unable to locate social care file	No disciplinary action - Reported to ICO.	No	No
		1	Information about employees uploaded to secure system due to technical error	No disciplinary action	No	No
		1	Email addresses of food businesses shared with other recipients of list	No disciplinary action	No	No
		1	Personal information handed to wrong person	No disciplinary action	No	No
		1	Letters sent to wrong address	No disciplinary action	No	No
		1	Personal Information found by member of public	No disciplinary action - Reported to ICO.	No	No
		1	Wrong document included with papers	No disciplinary action	No	No
		1	Encrypted laptop & briefcase stolen from car	No disciplinary action	No	No
		1	Personal information emailed to	No disciplinary action	No	No

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			wrong email address			
		1	Unable to locate appeal file	No disciplinary action - Reported to ICO.	No	No
		1	Information sent to wrong recipients	No disciplinary action	No	No
		1	Documents left on a bus	No disciplinary action	No	No
		1	Letter sent to wrong address	No disciplinary action	No	No
		1	Encrypted laptop and mobile phone stolen from home	No disciplinary action	No	No
		1	Personal information emailed to wrong officer in Council	No disciplinary action	No	No
		1	Letter sent to client's previous address	No disciplinary action	No	No
		1	Personal information posted to wrong address (which does not exist)	No disciplinary action	No	No
		1	Email sent to Health via insecure system	No disciplinary action	No	No
		1	Employee records left in desk following office move	No disciplinary action	No	No
		2	Email sent to wrong recipient	No disciplinary action	No	No
Knowsley	Did not respond to FOI					
Leeds	5	5	Information not provided	No disciplinary Action - Voluntarily reported to ICO.	No	No
Liverpool	36	1	E-forms were accessed due to a server anomaly	No disciplinary action	No	No
		1	Incorrect address on letter	No disciplinary action	No	No
		1	E-mailed work to home e-mail	No disciplinary action	No	No

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			address			
		1	Information sent to incorrect e-mail address	No disciplinary action	No	No
		1	Information shared with third party	No disciplinary action	No	No
		1	Personal Information left unsecured in office	No disciplinary action	No	No
		1	Loss of personal data	No disciplinary action	No	No
		1	e-mail cc'd to incorrect recipients	No disciplinary action	No	No
		1	Letter sent to wrong incorrect address	No disciplinary action	No	No
		1	Information shared with third party	No disciplinary action	No	No
		9	Information shared with third party	No disciplinary action	No	No
		1	Information sent by email to third party	No disciplinary action	No	No
		5	Letter sent to incorrect address	No disciplinary action	No	No
		1	E-mail sent to insecure recipient addresses	No disciplinary action	No	No
		1	Third party information viewed on public PC's	No disciplinary action	No	No
		3	Document lost	No disciplinary action	No	No
		1	Letter sent to wrong address	No disciplinary action	No	No
		5	email containing Information cc'd to incorrect recipients	No disciplinary action	No	No
Manchester	6	1	Accessing information from Council records and then using that information in a personal capacity.	Disciplined internally	No	No
		1	Inappropriately accessing Council records.	Disciplined internally	No	No

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		1	Requesting a colleague to access Council records for her personal use.	Disciplined internally	No	No
		1	Shared personal information regarding a colleague with a third party.	Disciplined internally	No	No
		1	Supporting/allowing a breach of DPA to occur within the work team contrary to the requirements of the DPA and policies and procedures of MCC.	Disciplined internally	No	No
		1	An instance which was discovered after a former employee had left the Council. The ex-employee in question had emailed certain information from his Council account to his personal email account. The data included sensitive health records for 6 staff and 37 customers.	Passed to police to investigate	No	Information not provided
Newcastle upon Tyne	1	1	Legal bundle related to separate legal case sent to incorrect pouch to courts	No disciplinary action - Reported to ICO.	No	No
North Tyneside⁴⁸	5	2	Inappropriately shared client information with a third party	Employment Terminated	No	No
		1	Attempted access to personal information for personal	Disciplined Internally	No	No

⁴⁸ Question 5 – Information not held.

			information.			
		2	Inappropriately shared client information with a third party	Disciplined Internally	No	No
Oldham	Question 1: 0, Questions 2-5: Refused under Section 40(2).					
Rochdale	24	3	Personal information published on website in error	No disciplinary action	No	No
		2	Information sent to wrong recipient (Email)	No disciplinary action	No	No
		5	Information sent to the wrong recipient (Post)	No disciplinary action	No	No
		2	3rd Party Information sent to Service User in error	No disciplinary action	No	No
		1	Print, and scan error leading to information being sent to the wrong recipients	No disciplinary action	No	No
		1	Mislaid Folder containing 3rd Party Info	No disciplinary action	No	No
		1	Scan Error (non-delivery)	No disciplinary action	No	No
		2	Email forwarding	No disciplinary action	No	No
		1	Use of unencrypted Memory Stick	No disciplinary action	No	No
		1	Online Application - Failure to remove previous users details	No disciplinary action	No	No
		1	Papers left in council meeting room.	No disciplinary action	No	No
		1	Records found on waste ground following theft from staff members car	No disciplinary action	No	No
		1	Service User information removed from locker	No disciplinary action	No	No

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		1	Case file delivered to staff member in wrong department	No disciplinary action	No	No
		1	Missing case file	No disciplinary action	No	No
Rotherham ⁴⁹	3	2	Incident of accessing information for personal interest.	Verbal warning	No	No
		1	Incident of unauthorised disclosure of information.	Resigned during disciplinary procedures	Yes	No
Salford	Information not held					
Sandwell ⁵⁰	187	1	Accessing personal information for personal interest	Dismissed	No	No
		186	Information not provided	No disciplinary action	No	No
Sefton	1	1	Confidential Information was accessed and shared with a third party.	Final Written Warning	No	No
Sheffield	No DPA Breaches					
Solihull	29	1	Information lost outside office relating to a family and their Social Care.	First Written Warning	No	No
		1	Correspondence sent to wrong addresses relating to Social Care matters.	Final Written Warning	No	No
		1	Employee inappropriately accessed information.	Final Written Warning	No	No
		2	Email sent to the wrong person.	No disciplinary action	No	No
		7	Email sent to the wrong internal	No disciplinary action	No	No

⁴⁹ Question 5 - Information not held.

⁵⁰ Question 3 – Refused due to cost and time.

			recipient.			
		15	Correspondence sent to the wrong address.	No disciplinary action	No	No
		1	Document stolen from car.	No disciplinary action	No	No
		1	Document lost outside office and recovered later.	No disciplinary action	No	No
South Tyneside ⁵¹	There " <i>may have been a small number of minor breaches</i> ".					
St. Helens ⁵²	4	1	Sensitive information stolen from employees car	12 month final written warning	No	No
		1	Faxed sensitive information to the wrong fax number	Informal disciplinary action	No	No
		1	Laptop left in park, information lost.	Informal disciplinary action	No	No
		1	Complaint made that confidential information was shared.	Informal disciplinary action	No	No
Stockport	Refused: Section 40 (2) of Freedom of Information Act					
Sunderland	14	1	USB stick used by a former agency worker found by the purchaser of a used car.	N/A - Worker had left council by time of discovery.	No	No
		1	Taxi license applicant's CRB details sent to another applicant in error.	Unforeseen administrative error: document due for return to applicant became stuck to correspondence intended for another applicant.	No	No
		1	15 Schools admissions appeals	Unforeseeable error arising	No	No

⁵¹ Response notes that No staff were dismissed solely because of DPA issues, however it did contribute to the "*reasoning for one employee's termination of employment*".

⁵² Question 5 – Information not held.

			letters sent to incorrect postal address.	from fault with auto enveloping machinery.		
		2	Review minutes sent to incorrect postal address. Child protection.	Feedback to departmental management.	No	No
		1	Personal Budget details posted to incorrect address	Error arose from a procedural issue that made mismatch of documents possible: feedback agreed with departmental management to review process and redesign mailing into a single document.	No	No
		1	Mailing list error	Error arose from mailing list error: individual with same name as intended recipient was added to an admin mailing list. Error noted as soon as mailing list first used: reported and rectified immediately.	No	No
		1	Housing Benefit assessment letter	Error arose from systems matter - letter was sent to an old correspondence address, no longer the residence of the customer.	No	No
		1	Housing Benefit assessment letter	Error arose from systems matter - letter was sent to an old correspondence	No	No

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				address, no longer the residence of the customer.		
		1	Credit Card number	N/A - procedural matter whereby a customer's card details were read back to the customer in a location where they could, in theory, be overheard. In the event, it is not believed that any details were compromised but case was reported to departmental management to feed back immediately to staff.	No	No
		1	Customer benefits and financial details	Final written warning issued to officer	No	No
		1	Personal Budget details posted to incorrect address	Error arose from a procedural issue that made mismatch of documents possible: feedback agreed with departmental management to review process and redesign mailing into a single document.	No	No
		1	Staff salary details posted online	Error arose from redaction oversight in the preparation of an FOI response.	No	No

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		1	Letters sent to incorrect postal address	An admin error in a customer's account was only part corrected, with the result that some account-based correspondence was issued to an incorrect postal address. Cause of the data error identified and fed back to departmental management for process review purposes.	No	No
Tameside	Did not respond to FOI					
Trafford⁵³	No DPA Breaches					
Wakefield	12	3	Breaching confidentiality.	Oral Warning	No	No
		1	Inappropriately accessing Records.	No case to answer. Access to systems restricted.	No	No
		1	Inappropriately accessing Records.	Final Written Warning. Access to systems restricted.	No	No
		1	Breaching confidentiality.	No case to answer.	No	No
		1	Inappropriately accessing Records.	Employee resigned.	Yes	No
		2	Breaching confidentiality.	Written Warning	No	No
		1	Deception.	Summary Dismissal	No	No
		1	Breaching confidentiality.	Final Written Warning	No	No
		1	Breaching confidentiality.	Summary Dismissal	No	No

⁵³ Question 5 - Information not held.

Walsall	34	3	Information not provided	Employment Terminated	No	No
		5	Information not provided	Disciplined Internally	No	No
		16	Personal data disclosed in error	No disciplinary action	No	No
		1	Lost or stolen USB - non encrypted	No disciplinary action	No	No
		1	Lost or stolen USB - encrypted	No disciplinary action	No	No
		4	Lost or stolen paperwork	No disciplinary action	No	No
		2	Non-secure email to wrong recipient	No disciplinary action	No	No
		1	Non-secure Transfer of customer letter	No disciplinary action	No	No
		1	Inappropriate access to information	No disciplinary action	No	No
Wigan ⁵⁴	Refused: Cost and Time					
Wirral	Request refused: Section 40(2) less than 5 instances					
Wolverhampton	100 ⁵⁵	1	Information not broken down	Dismissed	No	No
		2	Information not broken down	Disciplined Internally	No	No
		1	Information not broken down	Resigned during disciplinary process	Yes	No
		96 ⁵⁶	Information not broken down	No disciplinary action	No	No
English Non-Metropolitan Districts						
Adur	No DPA Breaches					
Allerdale	1	1	Related to a Subject Access Request	No disciplinary action	No	No
Amber Valley	No DPA Breaches					
Arun	4	1	Disclosure of personal data to a	Disciplined Internally	One	No

⁵⁴ Response notes that over 300 instances required investigation during the time period.

⁵⁵ Response specified the following incidents as meriting dismissal, internal disciplinary action or resignation: *"Information inappropriately accessed for personal interest."* *"Operational process and procedures not followed."* *"Unlawful disclosure of confidential information to a third party."*

⁵⁶ Response notes *"potential or actual"* incidents.

			third party		resignation - information not broken down.	
		1	Unauthorised storage of data	Disciplined Internally		No
		1	Release of information to a third party	No disciplinary action	No	No
		1	Data shared, in error, with a third party	No disciplinary action	No	No
Ashfield	1	1	Erroneously sent an email containing addresses of a ward but without resident's names.	Disciplined Internally	No	No
Ashford	No DPA Breaches					
Aylesbury Vale	9	1	Mailshot sent with customer email addresses in the body of the email.	Verbal warning	No	No
		1	Customers sent wrong letters in error, containing name and address.	Verbal warning	No	No
		1	Mailshot sent with customer email addresses in CC rather than BCC.	Verbal warning	No	No
		1	Mailshot sent out with customer and business email addresses in CC rather than BCC.	Verbal warning	No	No
		1	Complaint – customer claimed that we had failed to release all information held as part of a Data Protection Subject Access Request.	Customer complained to ICO and an internal review of the findings was made.	No	No
		1	Letter sent to wrong customer containing name & address.	Apology to customers.	No	No

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		1	Personal information contained within minutes that were shared with a working group including people from outside the organisation.	Procedures amended to redact any personal information.	No	No
		1	File containing personal data sent to external organisation unprotected.	File retrieved and destroyed.	No	No
		1	Letter containing personal data (name address and Housing circumstances), misfiled against another customer in error, was released to a customer.	Wrongly filed letters refiled.	No	No
Babergh	No DPA Breaches					
Barrow-in-Furness	No DPA Breaches					
Basildon	3	3	Member of staff passed non-sensitive personal information of a customer to a third party	No disciplinary action	No	No
Basingstoke and Deane	12	1	Information not provided	Disciplined Internally	No	No
		11	Information not provided	No disciplinary action	No	No
Bassetlaw	No DPA Breaches					
Blaby	Questions 3 and 5: Refused under Section 40 (2). Questions 1,2 and 3: No DPA Breaches					
Bolsover	58	1	Employee information released to Councillors in error.	Department retrieved data from Councillors. Hard copies destroyed. Data Protection Officer advised to deal with through team meeting to ensure all staff are aware of	No	No

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				their responsibility to keep employee data secure. Email required from Director to confirm all data retrieved or destroyed and no further risk identified.		
		1	Bill sent to the incorrect address.	Rung the recipient to apologise for the error.	No	No
		1	A letter in an envelope with another letter for a different person.	Department notified, apology, new letter sent out	No	No
		1	Personal information about a member of staff was divulged without the consent of the member of staff.	Manager to talk to member of staff Written details provided by manager to DPO	No	No
		1	Sent un-redacted empty property list to Homes & Communities Agency in error.	Relevant Director made aware. DPO reminded officers of the breach procedure.	No	No
		1	Letter sent to the customer's brother's address. Letter opened by brother as there were no initials on letter.	Original letter returned to Department, apology, new letter sent out	No	No
		1	BDC employee discussing people's private circumstances whilst in the school playground.	Staff spoken to	No	No
		1	Employee Register not been updated and people on the register have not been notified if they are	DPO agreed course of action with Health and Safety Officer to remedy the	No	No

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			staying on the register or being removed.	risk.		
		1	Someone rang in for an application form. This was sent in half filled in with someone else's details on.	Department notified and staff reminded of procedure	No	No
		1	Employee information sent to North East Derbyshire District Council rather than BDC after merger of email accounts.	ICT added BDC/NEDDC after Payroll to differentiate email addresses. (Note we are in a Strategic Alliance with NEDDC). Further message to go on Weekly Bulletin reminding staff of care needed when selecting email addresses	No	No
		1	Business Park copied into an email sent by an Advisor to a customer by mistake.	Telephoned the employee at the Business Park and he deleted the email whilst on the phone.	No	No
		1	Email sent to a staff group instead of a Managers group re a note concerning a member of staff	Recall message sent. Advised emails to be sent to those who have opened it stating it must be deleted and kept confidential.	No	No
		1	A customer advised that his signature had not been redacted from a representation which had been posted on our website.	Apologised for the error and undertook to remove it immediately and re-posted redacted version.	No	No

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		1	A discarded box found near the offices. The box contained some old stationery and rubbish but also some discarded floppy disks with references to BDC on them.	Internal investigation carried out by DPO. Incorrect advice given to staff regarding the safe disposal of disks. ICO notified of breach – data disposal procedure produced	No	No
		1	Customer moved from old property in August 2012 and has only received the bill and 2nd reminder from us even though 10 documents have been raised. Customer concerned where they are. Re-direction of post ends this month.	Department spoke to the customer and apologised. Staff reminded of keeping records up to date.	No	No
		1	Customer received a bill for a different address in the same envelope as their own.	Error when packing bills. All staff reminded of the need to be careful and the consequences.	No	No
		1	Everybody email sent out on 25/01/13 (employees and members) providing personal details of a customer and the authority's contact arrangements.	Investigated by DPO Agreed in future that any messages should be checked with DPO/ Deputy DPO. Note to be placed on intranet asking for email records to be deleted as sent in error.	No	No
		1	Letter sent to wrong address.	Staff reminded of the need to be careful when selecting	No	No

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			records.			
		1	Two enquiries for fly tipping from two different customers, reply sent to one customer with email details of the other customer.	Apology email to customer asking them to ignore previous email and response sent to customer with correct email details.	No	No
		1	The union has a circulation list on the email list which when opened (via properties) lists all of the union members.	DPO - Union's responsibility to keep an email list and send information to those members applicant blind so that members' names are not identified to others. Now in place.	No	No
		1	Planned Data Protection 'sweep' of the vacated areas of former offices undertaken by Data Protection Officer. A number of different areas of concern recorded. Some documents removed from the building. Others secured. Full report produced for CEO. Action against the report will be tracked.	Documents shredded or archived as required by the department concerned Report monitored by DPO and signed off	No	No
		1	Routine check network to ascertain that files are properly protected. Able to access a file which contained folders holding personal sensitive data	ICT to lock down files to those who need access and to check other files for security. Confirmation received by DPO that this had been done	No	No

		1	Two letters stuck together when posted out. Customer returned her neighbour's letter.	Posted out the letter to the customer who did not receive their letter. Staff reminded of the need to be careful.	No	No
		1	Customer received their own bill and also someone else's.	Notified department, destroyed bill for other customer and raised a new one.	No	No
		1	Customer received a statement to his address but for different customer.	Department notified. Apology given and staff reminded of the need to be careful.	No	No
		1	Resident received a copy of someone else's statement and brought into council.	Department notified. Apology given and staff reminded of the need to be careful	No	No
		1	Link to confidential file containing personal data internally accessible by other departments.	Department advised link is now access denied. Checked by DPO.	No	No
		1	Link to confidential file containing personal data internally accessible by other departments.	Department advised link is now access denied Confirmation received by DPO.	No	No
		1	Correspondence in relation to bill sent to incorrect address.	Apology given. Records amended and staff reminded of need to be careful.	No	No

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		1	Details of a noise complaint containing personal information sent to incorrect address.	Letter sent to customer with apology and explanation.	No	No
		1	An internal bag of post/documents not received as part of the internal courier service.	Investigated by DPO. Bag given to an external courier in error. Bag retrieved. Staff spoken to. Tighter controls put in place.	No	No
		1	A partially completed email notification sent to DCC in error contained customer contact details but no narrative.	Fault rectified by ICT. DCC deleted emails.	No	No
		1	Forwarding address of customers ex-partner given out over the telephone.	Staff member advised of incident and implications of a breach in Data Protection.	No	No
		1	A staff member did not ascertain over the telephone who she was speaking to and gave out information to claimant's father.	Staff member advised of incident and implications of a breach in Data Protection.	No	No
		1	Letter sent to wrong address.	Records updated and staff have been reminded of procedures.	No	No
		1	Wrong letter sent to tenant.	Letter of apology to customer who complained plus letter to other customer asking if they had received correct information.	No	No

		1	Letter sent to wrong address.	Letter returned by resident and department sent to correct address. Reminder email for staff of importance of checking addresses.	No	No
		1	Letter sent to wrong address.	Letter for information only – delivered to boarded up property. Further letter sent to correct address. Reminder email to staff.	No	No
		1	Letter sent to wrong address.	Reported to department and they have re-issued letter to correct address. Customer was asked to destroy letter received in error.	No	No
		1	Visiting officer was sent to wrong address and discussed details of a claim to a third party in error.	Mistake identified on same day and visiting officer returned to property and apologised.	No	No
		1	Personal data for a complaint against a private hire vehicle had not been redacted on a council report.	Relevant manager advised that this was an error and will ensure all personal data is redacted in future. Also reminded her staff to attend data protection briefings.	No	No
		1	Customer was contacted for a visit	Company contacted and	No	No

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			re: Home survey but the external company did not turn up.	records amended.		
		1	Email with attachment was sent to a BDC employee but copied into an incorrect email address.	Email deleted by officer who received it incorrectly. Email re-sent to intended copy recipient.	No	No
		1	Letter for customer attached to another customer's letter.	Letter re-sent, staff reminded of need to be careful. Letter checking procedure put in place.	No	No
		1	Employee sickness absence information on noticeboard.	Immediately removed. DPO spoke to manager.	No	No
		1	Letter sent to former address of customer.	Apology to resident that received the letter and a new letter issued to customer.	No	No
		1	Resident received own letter but another resident's statement.	Statement retrieved and re-issued. Resident contacted with an apology.	No	No
		1	Discarded DVD's containing old CCTV footage found prior to office move.	Investigated by DPO. Staff reminded of disposal procedures.	No	No
		1	Customer information shared in error with other officers via email.	User error in using email through the document management system. Staff member has received training.	No	No

		1	Customer information sent to old address.	Letter returned by Post Office. Re-issued correspondence after correcting records.	No	No
		1	Person being complained about in error.	Officer visited property to apologise and explain situation	No	No
		1	Customer information sent out incorrectly to some officers via email.	Email recalled and re-sent	No	No
		1	Letter addressed to BDC containing personal information in relation to a tenant was opened and sent through internal post to relevant department without being marked as confidential, enabling too many staff to have sight of it.	Investigated by Deputy DPO. Revised procedures put in place re: internal post.	No	No
		1	Rent increase letter sent to incorrect address.	Apology given. Letter retrieved and re-sent.	No	No
		1	Previously redacted published documents showing un-redacted following a change in document management system.	Investigated. Resolved by ICT. Documents re-checked.	No	No
		1	Advisor recorded incorrect details for noise complaint which resulted in an officer visiting the person being complained about rather than the complainant.	Relevant service areas met to review information collected when customer makes contact. Complaint form improved. Complainant informed and	No	No

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				an apology given.		
		1	Awards letters for 2 customers sent in one envelope. Letter returned and re-sent.	Apology given.	No	No
		1	Customer received someone else's letter with his.	Department notified. Customer destroyed letter. Apology given and re-issued to correct customer.	No	No
Boston	No DPA Breaches					
Braintree	1	1	Inappropriately redacted letter resulting the disclosure of information to a third party.	No disciplinary action	No	No
Breckland	4	2	Inappropriate access of records on the CIS system	Summary Dismissal	No	No
		1	Inappropriate access of records on the Academy system	Summary Dismissal	No	No
		1	Inappropriate access of records on the CIS system	Final Written Warning	No	No
Brentwood	No DPA Breaches					
Broadland	No DPA Breaches					
Bromsgrove⁵⁷	No DPA Breaches					
Broxbourne	No DPA Breaches					
Broxtowe	1	1	Release of personal data to a third party	Dismissed	No	No

⁵⁷ Question: Question 3: Rejected - Section 40(2).

Burnley	No DPA Breaches					
Cambridge	1	1	Accessed personal information for personal interest online.	Dismissed	No	No
Cannock Chase	No DPA Breaches					
Canterbury	No DPA Breaches					
Carlisle	3	1	Email sent to wrong person on internal distribution list	No disciplinary action	No	No
		1	Email sent to wrong address	No disciplinary action	No	No
		1	Cheque lost in internal post	No disciplinary action	No	No
Castle Point	No DPA Breaches					
Charnwood	1	1	CCTV footage accessed	Disciplined Internally	No	No
Chelmsford	23	1	Benefits notifications sent to the wrong recipients.	No disciplinary action - Reported to ICO.	No	No
		1	Email addresses of some benefits claimants disclosed by copying into an email	No disciplinary action	No	No
		1	Benefits letter sent to the wrong recipient	No disciplinary action	No	No
		1	Email addresses of Citizen Panel members disclosed by copying into an email	No disciplinary action - Reported to ICO	No	No
		1	Council tax letter sent to the wrong recipient following machinery packing fault	No disciplinary action	No	No
		1	Number of member of public revealed over phone assisting a report	No disciplinary action - Reported to ICO.	No	No
		1	Malfunction in redaction software	No disciplinary action	No	No

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			led to a petition names and contact details published on website			
		1	Confidential waste sack picked up by Royal Mail perceiving as post as stored in wrong area	No disciplinary action	No	No
		1	Website form revealed name and contact details of previous person who completed form	No disciplinary action	No	No
		1	Payment schedules containing details of Benefits customers sent to landlords via email by mistake	No disciplinary action - Reported to ICO	No	No
		1	Encrypted DVD sent to customer outside of CCTV procedure – so data could not be understood	No disciplinary action - Reported to ICO	No	No
		1	Document with customer names and details left in car park	No disciplinary action - Reported to ICO	No	No
		1	Letter offering contract of employment sent to wrong email address (address was invalid so was never received)	No disciplinary action	No	No
		1	Letter about outstanding payments sent to wrong house number on street – although information was in public domain anyway	No disciplinary action	No	No
		1	A letter was issued to the wrong customer.	No disciplinary action	No	No
		1	Landlord sent previous tenant's new address	No disciplinary action	No	No

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		1	Log sheet given out in error at Customer Service Centre.	No disciplinary action	No	No
		1	A letter was sent to the wrong customer.	No disciplinary action	No	No
		1	Information sent to a customer's previous address.	No disciplinary action	No	No
		1	Letter sent to wrong customer – customer said they lived at address in Chelmsford but in fact they lived in neighbouring borough.	No disciplinary action	No	No
		3	Letter sent to wrong customer.	No disciplinary action	No	No
Cheltenham	No DPA Breaches					
Cherwell	1	1	Information not provided	No disciplinary action	No	No
Chesterfield⁵⁸	No DPA Breaches					
Chichester	1	1	Accessed personal data relating to a relative.	Final Written Warning	No	No
Chiltern	Rejected - Cost and Time					
Chorley	No DPA Breaches					
Christchurch	No DPA Breaches					
Colchester	6	1	Printing firm interleaved letters.	Printing firm warned - Reported to ICO.	No	No
		1	Printing firm interleaved letters.	Printing firm advised - Reported to ICO.	No	No
		1	Mailing house interleaved Council Tax bills.	Mailing house advised - Reported to ICO.	No	No

⁵⁸ Question 3, 4 and 5 – Information not recorded.

		1	Benefit award letter sent to customer's previous address.	Member of staff given additional training - Reported to ICO.	No	No
		1	Copy of completed benefit form sent to person with same name as applicant.	Member of staff given additional training - Reported to ICO.	No	No
		1	Online form prepopulated with customer's details due to software error.	Software supplier advised - Reported to ICO.	No	No
Copeland	No DPA Breaches					
Corby	No DPA Breaches					
Cotswold	No DPA Breaches					
Craven⁵⁹	No DPA Breaches					
Crawley	No DPA Breaches					
Dacorum	9	1	Providing information to external customer, who could have gained a competitive advantage.	Dismissal	No	No
		1	Confidential information not locked away at night; information put away in cabinet, but not locked	Written warning	No	No
		7	Information not provided	No disciplinary action	No	No
Dartford	4	1	An individual's personal data released to third parties	Resigned - Reported to ICO.	Yes	No
		1	Rent Accounts incorrectly addressed	No disciplinary action - Reported to ICO.	No	No
		1	Name of Complainant released	No disciplinary action -	No	No

⁵⁹ Question 5 removed due to cost and time.

			inadvertently	Reported to ICO.		
		1	Details of Administrative Penalty Notices	No disciplinary action - Reported to ICO.	No	No
Daventry	6	1	Seven planning applications (on CD) gone missing. Unencrypted CD.	Investigated. No personal information involved. Information in public domain anyway.	No	No
		1	Bank account details released to another customer residing at the same address as bank holder.	Investigated. Amended the template direct debit letter. All Council Tax staff informed of change to direct debit letter.	No	No
		1	Smartphone misplaced.	Phone blocked immediately. Investigated. Discussed incident with individual and also wider implications of this loss. Raise staff awareness of loss of equipment/information. Internal staff article published. Mandatory DP training required.	No	No
		1	Personal email address released to third party	Investigated. Email to third party to ensure the email address was protected from further processing. Senior manager discussed risks with staff. Mandatory DP training required.	No	No

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		1	Photocopy of third party passport left on photocopier.	Investigated. Individual reminded about how to rectify photocopying errors and the responsible way to handle personal information. Internal article published for all staff on responsibility/consequences of handling personal data.	No	No
		1	Inaccurate personal data held.	Investigated. Unlikely to reoccur, current record accurate, historical record was inaccurate. Local procedures amended in any case. Data Protection mandatory training for all staff to deepen staffs understanding of the DPA and help ensure future compliance.	No	No
Derbyshire Dales	No DPA Breaches					
Dover	1	1	Information not provided	No disciplinary action	No	No
East Cambridgeshire	No DPA Breaches					
East Devon	1	1	Information not provided	Disciplined Internally	No	No
East Dorset	No DPA Breaches					
East Hampshire	13	1	A data breach involving a letter intended for Southern Domestic	No disciplinary action	No	No

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			Abuse Service being sent to a 3 rd party			
	1		A letter sent to a 3rd party regarding a Discretionary Housing Payment award	No disciplinary action	No	No
	1		A Council Tax Payment book sent out to the incorrect person.	No disciplinary action	No	No
	1		A letter opened by a resident which was in fact for her daughter-in-law with the same initial	No disciplinary action	No	No
	1		Sensitive Information sent to the Incorrect Address	No disciplinary action	No	No
	1		An incorrect surname on a letter to an address that has been opened by the householder.	No disciplinary action	No	No
	1		An email sent in error	No disciplinary action	No	No
	1		Benefit notification sent to the wrong address	No disciplinary action	No	No
	1		A letter has been accidentally enclosed with another person's letter	No disciplinary action	No	No
	1		An email sent to someone inviting them to a meeting (both with same name) but sent to wrong person.	No disciplinary action	No	No
	1		A letter has been sent out to the incorrect recipient.	No disciplinary action	No	No
	1		A copy of a claimant's bank statement has been attached to	No disciplinary action	No	No

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			benefit notification letters for another customer.			
		1	Post received for one claimant was photo copied and then returned with evidence for another customer.	No disciplinary action	No	No
East Hertfordshire ⁶⁰	8	1	Letter sent to old address	Information not broken down	No	No
		1	Letter mixed in with documents sent to another individual	Information not broken down	No	No
		1	Link to data on FTP site inadvertently published to website	Information not broken down	No	No
		1	Unredacted document published to website	Information not broken down	No	No
		1	Letter marked private and confidential opened by post room	Information not broken down	No	No
		1	Second letter in envelope to another resident	Information not broken down	No	No
		1	Hard copy of an email inadvertently picked up with other papers by visitor	Information not broken down	No	No
		1	Payment made to ex partners account	Information not broken down	No	No
East Lindsey	No DPA Breaches					
East Northamptonshire	No DPA Breaches					

⁶⁰ Questions 1, 2 and 4 - 0. Questions 3 and 5 - Refused under cost and time.

East Staffordshire	No DPA Breaches					
Eastbourne	2	1	Employee accessed own record on DWP system	Disciplinary	No	No
		1	Employee revealed information about a housing application inappropriately	Standard setting	No	No
Eastleigh	No DPA Breaches					
Eden	No DPA Breaches					
Elmbridge	No DPA Breaches					
Epping Forest	2	1	Publication of personal information in an agenda available to the public.	No formal disciplinary - Warning given.	No	No
		1	Personal information of councillors remaining on the website longer than it should have.	No formal disciplinary - Warning given.	No	No
Epsom and Ewell	No DPA Breaches					
Erewash	1	1	Inappropriately sent personal data to their home email account	Disciplinary action taken – final written warning issued	No	No
Exeter	2	1	The application for a licence made by Mr A was inadvertently disclosed to another applicant (Mr B).	Individual reprimanded	No	No
		1	Individual emailed access details and password to two other individuals, not realising it could give access to personal/confidential information.	Individual reprimanded	No	No
Fareham	No DPA Breaches					
Fenland	No DPA Breaches					

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Forest Heath⁶¹	See St. Edmundsbury's response					
Forest of Dean	21	21	Information not provided	No disciplinary action	No	No
Fylde	No DPA Breaches					
Gedling	5	1	Information shared with external agency through incorrect process	Internal investigation through Disciplinary Procedure with appropriate sanction	No	No
		1	Letter containing incorrect subject heading sent	Staff member given advice	No	No
		1	Incorrect enclosure to letter sent	Staff member given advice	No	No
		1	Letter sent to incorrect address	Staff members given advice.	No	No
		1	Letter sent to incorrect address	Staff member given advice.	No	No
Gloucester	No DPA Breaches					
Gosport	3	1	The name and address of a tenant was inadvertently disclosed to a third party by member of staff.	No disciplinary action	No	No
		1	A tenant was contacted by a third party service provider, after tenant indicated they did not wish to be contacted.	No disciplinary action	No	No
		1	Accusation that details of an offered tenancy were verbally disclosed to a third party by a member of staff.	No disciplinary action	No	No
Gravesham⁶²	No DPA Breaches					
Great Yarmouth	No DPA Breaches					

⁶¹ Joint response with St. Edmundsbury Borough Council.

⁶² Question 5 - Information not held.

Guildford	1	1	Accessed family records on DWP system.	Dismissed	No	No
Hambleton	2	2	Systems issues, not staff misconduct	No disciplinary action	No	No
Harborough	No DPA Breaches					
Harlow	1	1	Information not provided	Resigned during disciplinary procedures	Yes	No
Harrogate	1	1	Email and attachment to an incorrect recipient - Personal data of a Housing tenant.	No disciplinary action	No	No
Hart	No DPA Breaches					
Hastings	No DPA Breaches					
Havant	8	1	Compliment slip on the stairs containing personal information	No disciplinary action	No	No
		1	Document printed on the net which contains an individual's name, address and signature	No disciplinary action	No	No
		1	An email sent to the incorrect person	No disciplinary action	No	No
		1	A resident finding a "download" of an HBC Excel Spreadsheet page from the web onto his laptop	No disciplinary action	No	No
		1	Persons details on open register when requested not to be	No disciplinary action	No	No
		1	Benefit notification sent to the wrong address	No disciplinary action	No	No
		1	A letter has been accidentally enclosed with another person's	No disciplinary action	No	No

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			letter			
		1	A letter has been sent out to the incorrect recipient.	No disciplinary action	No	No
Hertsmere	1	1	Contact details were accidentally despatched by e-mail to unintended recipients.	No disciplinary action	No	No
High Peak	No DPA Breaches					
Hinckley and Bosworth	2	2	Resident Email addresses as part of consultation, cc instead of blind copy.	Informal warning	No	No
Horsham	31	1	The Council were notified by the data subject that their name and address were published on the website as part of another document.	No disciplinary action	No	No
		1	A member of staff found a council tax bill on the ground outside in the courtyard area of Park North near the recycling bins.	No disciplinary action	No	No
		1	A member of the public received details of someone else's Benefits assessment in with the envelope for their own award letter. The member of the public handed this into HDC reception.	No disciplinary action	No	No
		1	An item of post for a member of staff was delivered by hand to the general incoming slot at Park North	No disciplinary action	No	No

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			about 2 weeks ago before the Council was opened (approx. 7am-7:30am if their memory serves correctly). It did not make it to the member of staff and no other member of staff has come forward to say they have seen it.			
		1	A member of staff reported that information relating to the names and ages of children were published in section A3 of a report to Development Management North Committee on 2nd October 2012.	No disciplinary action	No	No
		1	E-mail was sent to 22 personal e-mail addresses using the CC field instead of the BCC field by a work experience placement.	No disciplinary action	No	No
		1	An encrypted council laptop was on loan to a local charity. Their premises were broken into and the laptop was stolen.	No disciplinary action	No	No
		1	A member of staff found a council tax bill on their shared printer. This isn't the first but as they recognised the data subject's name they realised the implications and reported it.	No disciplinary action	No	No

		1	Complaint received from a mother on behalf of their daughter (the data subject) regarding the data subject's employer becoming aware of criminal history arising from a letter that was sent by the council on behalf of pubwatch. It was marked for the attention of the data subject at their employer's address due to the lack of a home contact address on file. The employer opened the mail.	No disciplinary action	No	No
		1	A member of staff found a council tax bill on the printer in ICT.	No disciplinary action	No	No
		1	HDC had inadvertently published the home telephone number and personal e-mail address of the data subject on the Planning Public Access website at http://public-access.horsham.gov.uk .	No disciplinary action	No	No
		1	A member of staff found a council tax bill on the printer in ICT.	No disciplinary action	No	No
		1	An e-mail containing operational metrics and personal data relating to 18 members of parking staff was inadvertently e-mailed from the parking.services@horsham.gov.uk e-mail account to an internal distribution list which contains 298	No disciplinary action	No	No

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			people.			
		1	A member of staff left a clipboard containing draft terms and conditions for a contract somewhere off-site. They were unsure as to whether it was at home or perhaps at a school they visited earlier in the day.	No disciplinary action	No	No
		1	A copy of the data subject's Non-Domestic rates bill was faxed to the wrong number. There were two numbers handwritten on the transmission sheet so it appears that the correct number was not used.	No disciplinary action	No	No
		1	Regarding a planning application submitted on the data subject's behalf by a third party. Data subject's home and mobile telephone numbers have been visible for all to see on page 2 of the application form since the document was posted on line and the application published in last week's West Sussex County Times. Data subject has requested that this be corrected as a matter of urgency	No disciplinary action	No	No

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			to ensure compliance with the DPA 1998. They asked for confirmation that the matter has been addressed promptly and the current copy removed and replaced.			
		1	<p>A Non-Domestic Rates Bill was sent to <name and address removed> and marked 'care of' another company. The company it was intended for is still the occupier at <address removed>. The company in which the bill was sent under the care of had purchased a part of the business that the bill was intended for. They are two different companies with different owners. The company the bill was intended for advised that they, at no point, asked for its post to be redirected to the care of this other company <name and address removed>.</p> <p>The bill was opened by a member of staff at <name removed - the care of company> and they are now aware of the fact that <name removed - the intended recipient company> is struggling financially. I</p>	No disciplinary action	No	No

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			consider this as a breach of Data Protection and I would appreciate hearing from whoever deals with your compliance as to the reasons why this letter has been addressed incorrectly to a company which <name removed - the intended recipient company> is in the process of conducting business.			
		1	<p>3 weeks ago the data subject handed in an envelope containing a completed direct debit mandate form in respect of the garden waste scheme. They handed it in to Park North reception in the early evening. they has now been advised that the document containing all his bank details has gone missing as its not at reception and the depot have no record of it.</p> <p>The data subject is concerned and would like the matter investigated and a formal written response.</p>	No disciplinary action	No	No

		1	<p>A member of staff reports the following: 'I have just spoken to a couple in Park North reception today who wish to report the loss of their bank details.'</p> <p>The data subjects completed a green garden waste direct debit mandate form and handed it in to Park North reception approx. 5/6 weeks ago.</p> <p>As they hadn't heard anything they called the depot yesterday and was advised that they had no record of them application.</p> <p>The data subjects wish to make a formal complaint as they have had to change their banks cards etc. as they consider that we have lost their bank details.</p>	No disciplinary action	No	No
		1	<p>A Custodian of Information reported that a member of staff was preparing a response to a new FOI request yesterday, which was very similar to one they responded to recently.</p>	No disciplinary action	No	No

			<p>The request was for copies of information in relation to Land at [redacted]. The response which included an extract of the SHLAA database which included the landowners personal details on page 8 (submission tab).</p> <p>Usually the records contain Agent's details.</p>			
		1	<p>A Custodian of Information advised that a recorded delivery letter that had been signed for by a member of staff was missing.</p>	No disciplinary action	No	No
		1	<p>The Council inadvertently breached the data protection act by only partially removing personal data from a spreadsheet that was subsequently provided in response to an FOI request.</p> <p>The driving licence number of 52 members of staff was in a hidden column of the spreadsheet.</p>	No disciplinary action	No	No
		1	<p>Alleged breach of confidentiality by a member of staff disclosing information to the data subject's brother.</p>	No disciplinary action	No	No

		1	<p>The data subject was asked to produce pay slips in relation to a benefits query. They stated that they handed 2 pay slips in to our North point reception.</p> <p>CenSus Revenues and Benefits (hosted by Mid Sussex District Council) are stating that they have not received these.</p> <p>The data subject is concerned that the council has lost his pay slips containing personal data and would like this investigated.</p>	No disciplinary action	No	No
		1	<p>A member of staff found a copy of a planning message in the disabled toilet on the ground floor of the Park North building (by exit to carpark).</p> <p>This toilet is used by members of the public so we are fortunate that a member of staff found it and reported it.</p>	No disciplinary action	No	No
		1	<p>Multiple data subjects have complained that a member of staff has sent out an e-mail to a distribution list with all the names and email address of all recipients</p>	No disciplinary action	No	No

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			are on view and contactable. They want to be removed from 'any of your data banks.'			
		1	Data subject questioned sending thank you emails with individuals cc'd. They pointed out that It only needs one person to send to the wrong person and they will have the email address of everyone on the list.	No disciplinary action	No	No
		1	The attached was sent to me for my complaint records but I thought I should run it past you. The paragraph I am slightly concerned about states: A customer services advisor tried to telephone you on the 11th November 2013 but you were unable to receive the call. A message was left with a member of your household, explaining the rules surrounding any additional Non Dependants joining your household and the potential effect on any ongoing entitlement to your benefit.	No disciplinary action	No	No

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			It sound like they spoke to someone about another individuals benefit entitlement. Of course this may not be the case and they may have just provided generic information but I felt I should bring it to your attention.			
		1	<p>A thank you letter from the data subject was received via e-mail y the council and forwarded multiple times in order to be added to the council's compliments file.</p> <p>A senior member of staff added in some sensitive personal data detailing medical conditions and medication before forwarding it on is a minor breach. Whilst helpful to understand the situation, this information has been shared with those that do not need to know.</p>	No disciplinary action	No	No
		1	A fax containing information about the data subject was included in the documentation that was sent to a housing association whilst fulfilling the Subject Access Request of a	No disciplinary action	No	No

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			different data subject. We were notified of this by a Paralegal at the housing association who was in receipt of the fax.			
		1	<p>A member of staff received a call from someone (the data subject) that only wished to give their first name.</p> <p>The data subject made an allegation against a member of CenSus Revenues and Benefits staff that they were disclosing personal information about individuals to people outside the council who do not have a need to know, i.e. gossiping.</p> <p>The data subject was ringing to ask if they could have their information afforded a higher level of protection than others so that the individual concerned would not have the required security clearance to access it.</p> <p>They were advised that this sort of system is not operated by the</p>	No disciplinary action	No	No

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			council and explained that there are strict rules re the use of council tax data and access to it. The member of staff stressed the importance of knowing the name of the individual the allegation was against but the data subject did not wish to get their friend into trouble. However, they are unhappy that they may have access to personal information that they themselves now need to provide to CenSus Revenues and Benefits and would prefer that this were not the case.			
Huntingdonshire	No DPA Breaches					
Hyndburn	No DPA Breaches					
Ipswich	No DPA Breaches					
Isles of Scilly	1	1	Information not provided	No disciplinary action	No	No
Kettering	3	1	Publication of full application for a temporary event notice being considered at a committee meeting, containing individual's personal details.	No disciplinary action - Reported to ICO.	No	No
		1	Incorrect procedures followed when setting up a new council tax account. Bank account details of a private tenant divulged to the landlord.	No disciplinary action	No	No

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		1	Personal email address of customer divulged to third parties in error.	No disciplinary action	No	No
King's Lynn and West Norfolk	No DPA Breaches					
Lancaster	No DPA Breaches					
Lewes	2	1	Personal data disclosed in private correspondence relating to housing benefit appeal.	No disciplinary action	No	No
		1	Personal data disclosed in correspondence relating to council tax debt.	No disciplinary action	No	No
Lichfield	No DPA Breaches					
Lincoln	No DPA Breaches					
Maidstone	3	1	Access to secure systems - Details of an individual's personal data	Dismissed	No	No
		1	Emailed data to incorrect external source - Details of an individual's personal data	Disciplined Internally - 2nd Level Warning	No	No
		1	Use of personal data	Resigned	No	No
Maldon	5	1	Use of authorised access to a system for personal purposes resulting in data breach to that staff member only.	Formal warning	No	No
		2	E-mail containing personal data sent to the wrong customer in error. Data related to benefit claim information.	No disciplinary action	No	No

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		1	Appendix to a Committee Report published in error, which contained personal data that should have been redacted. Data related to legal/contractual issues.	No disciplinary action	No	No
		1	Letter containing personal data sent to the wrong customer in error. Data related to personal financial circumstances and business rate debts. However, was all in the public domain already so technically not a breach in law, but did breach policy.	No disciplinary action	No	No
Malvern Hills	No DPA Breaches					
Mansfield	8	8	Considered to be administrative errors or loss of encrypted equipment.	No disciplinary action	No	No
Melton	1	1	Outreach worker accidentally left a personal file in a customer's house.	Informal action.	No	No
Mendip	No DPA Breaches					
Mid Devon	No DPA Breaches					
Mid Suffolk	No DPA Breaches					
Mid Sussex	4	1	Letter contained someone else's information. Another person's benefit assessment.	No disciplinary action	No	No
		1	Email sent containing multiple email addresses. Multiple personal email addresses in address field.	No disciplinary action	No	No

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		1	Letter put through door by external agency, even though they were told to only hand it to named recipient. ASB details of young offender.	No disciplinary action	No	No
		1	Personal details added to website. Email address and telephone number not redacted before document was added to public website, removed as soon as notified.	No disciplinary action	No	No
Mole Valley	No DPA Breaches					
New Forest	No DPA Breaches					
Newark and Sherwood	3	1	Data Subject stole file from officer during interview	No disciplinary action - Reported to ICO.	No	No
		1	Records sent to wrong person in post	No disciplinary action - Investigated.	No	No
		1	Staff contact details attached to Emergency Plan published on Council Website	No disciplinary action - Reported to ICO.	No	No
Newcastle-under-Lyme	5	1	Resident's protective characteristics	Corrective Action	No	No
		1	Name and address of complainant	Corrective Action	No	No
		1	Individual Employee information	Corrective Action	No	No
		1	Residents protective information	Corrective Action	No	No
		1	Applicant's protective characteristics	Corrective Action	No	No
North Devon	No DPA Breaches					
North Dorset	No DPA Breaches					
North East	27	14	Mailing/postal errors	No disciplinary action	No	No

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Derbyshire		3	Printer	No disciplinary action	No	No
		5	Personal data provided to incorrect department	No disciplinary action	No	No
		3	Personal email	No disciplinary action	No	No
		2	Lost data	No disciplinary action	No	No
North Hertfordshire	7	2	Email addresses circulated.	No disciplinary action - Reported to ICO.	No	No
		1	Name identified via a redacted document	No disciplinary action - Reported to ICO.	No	No
		1	Recipient received details of other children's names required to attend swimming lessons along with her own child's details	No disciplinary action	No	No
		1	Recipients letter contained information for other claimants	No disciplinary action	No	No
		1	Problem with online recruitment programme allowing applicants to view others applications	No disciplinary action	No	No
		1	Verbal information disclosed	No disciplinary action	No	No
		North Kesteven	No DPA Breaches			
North Norfolk	No DPA Breaches					
North Warwickshire	No DPA Breaches					
North West Leicestershire	No DPA Breaches					
Northampton	No DPA Breaches					
Norwich	Did not respond to FOI					
Nuneaton and	No DPA Breaches					

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Bedworth	No DPA Breaches					
Oadby and Wigston⁶³	No DPA Breaches					
Oxford	5	1	Relative's benefit claims accessed.	Dismissal	No	No
		1	Accessing corporate information to look at a relative's circumstances.	Written warning	No	No
		1	A 'Test' email sent to a database of customers. The emails addresses had not been blind copied.	Informal warning	No	No
		1	Letter sent to wrong address.	Informal warning	No	No
		1	Bag left on bus.	Informal warning	No	No
Pendle	No DPA Breaches					
Preston	10	10	Information not provided	No disciplinary action	No	No
Purbeck⁶⁴	No DPA Breaches					
Redditch⁶⁵	No DPA Breaches					
Reigate and Banstead	1	1	Information not held	Dismissed	No	No
Ribble Valley	No DPA Breaches					
Richmondshire	No DPA Breaches					
Rochford	No DPA Breaches					
Rosendale	No DPA Breaches					
Rother	No DPA Breaches					

⁶³ 2 identified in September-October 2014.

⁶⁴ Response notes: "There was one instance where a member of staff could not find an encrypted USB stick which contained emergency planning material including the contact details of some staff. There was no evidence, however, that the stick had been lost outside the Council's offices and the stick was encrypted. This instance has not been counted as a breach for the purposes of this information request".

⁶⁵ Question 3 was refused under Section 40(2) of the Freedom of Information Act.

Rugby	No DPA Breaches						
Runnymede	3	1	Email addresses of people copied to others	No disciplinary action	No	No	
		2	Personal details of person investigation revealed.	No disciplinary action	No	No	
Rushcliffe	1	1	Personal data from a planning application posted on website for a short period.	No disciplinary action	No	No	
Rushmoor	1	1	Information not provided	No disciplinary action	No	No	
Ryedale⁶⁶	No DPA Breaches						
Scarborough	6	6	Information not provided	No disciplinary action	No	No	
Sedgemoor	No DPA Breaches						
Selby	7	7	Information not provided	No disciplinary action	No	No	
Sevenoaks	No DPA Breaches						
Shepway	No DPA Breaches						
South Bucks	3	3	Involved the copying of an email address to a third party	No disciplinary action	No	No	
South Cambridgeshire	No DPA Breaches						
South Derbyshire	No DPA Breaches						
South Hams	2	2	External database - Personal details of a family member	Final written warning	No	No	
South Holland	No DPA Breaches						
South Kesteven	2	1	Employee accessing personal information for personal interest	Employment Terminated	No	No	
		1	The person was accused of	Resigned during disciplinary	Yes	No	

⁶⁶ Question 4: Response notes - "Unable to answer - data protection".

			accessing personal information for personal interest.	action.		
South Lakeland	No DPA Breaches					
South Norfolk	No DPA Breaches					
South Northamptonshire	No DPA Breaches					
South Oxfordshire	1	1	Information not provided	No disciplinary action	No	No
South Ribble	No DPA Breaches					
South Somerset	15	1	Complaint from member of the public that he was mentioned in an e-mail between staff member and external legal adviser re a housing issue	Considered as part of legal action and council found not to have acted unlawfully.	No	No
		1	Complaint made one member of a group, that had asked to be kept informed of progress on a matter, that the individual e-mail addresses of the group were shown in such update messages	Apology and response to ICO that staff would be advised to use BCC in such cases.	No	No
		1	Complaint made that a person's complaint re racial discrimination at a theatre production had been passed to the council	Complaint investigated and person advised that in raising the issue it was inevitable and necessary for council to be given his personal contact details and to speak to those involved in the matter.	No	No

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		1	Complaint that ex-directory telephone number published on council planning application website.	Letter sent advising that was warning on website advising this this would happen and that publishing such apps was part of EU Directive.	No	No
		1	3rd part contractor found to be sending unencrypted files	No actual breach but clear risk	No	No
		1	Found that we were sending file to 3rd party contractor without encryption	No actual breach but clear risk	No	No
		1	letter to customer overwritten in error	No loss	No	No
		5	Loss (or theft) of mobiles.	Contents wiped where possible	No	No
		1	3rd party contractor's staff took files home and was burgled – files stolen.	On-going investigation.	No	No
		1	As part of the above contractor also spoke to person other than customer re matter which they should not have done.	Apology sent	No	No
		1	Sheet left on printer with customer bank details showing.	Was left by person themselves - shredded	No	No
South Staffordshire	1	1	Spreadsheet on website contained personal data of 44 ex-employees.	No disciplinary action	No	No
Spelthorne	3	1	Personal data incorrectly issued to third party.	No disciplinary action - Reported to ICO.	No	No

		1	Personal data in error placed in recycling rather than secure shred. Did not leave authority's control	No disciplinary action - Reported to ICO.	No	No
		1	Personal information incorrectly faxed to wrong recipient	No disciplinary action - Reported to ICO.	No	No
St Albans	No DPA Breaches					
St Edmundsbury⁶⁷	6	1	Theft of document from employees car	Theft reported to police	No	No
		1	Briefcase left in car park (found immediately and returned on first working day)	No disciplinary action	No	No
		1	Email intended for a colleague sent to third party	No disciplinary action	No	No
		1	Information relating to Council employees mistakenly sent to a former employee	Breach reported to the Information Commissioner's Office but no action taken as due to human error.	No	No
		1	Confidential employee information published in local newspaper	No disciplinary action	No	No
		1	Email sent to 1200 addresses without using BCC	No disciplinary action	No	No
Stafford	Did not respond to FOI					
Staffordshire Moorlands	No DPA Breaches					
Stevenage	No DPA Breaches					
Stratford-on-Avon	1	1	Letters containing personal data	No disciplinary action	No	No

⁶⁷ Joint response with Forest Heath.

			were sent to the wrong recipient.			
Stroud	No DPA Breaches					
Suffolk Coastal⁶⁸	No DPA Breaches					
Surrey Heath	No DPA Breaches					
Swale	No DPA Breaches					
Tamworth	2	2	Information not provided	No disciplinary action	No	No
Tandridge	1	1	Correspondence containing personal information inadvertently sent to third party	No disciplinary action - council reported itself to ICO	No	No
Taunton Deane	1	1	Unauthorised disclosure of confidential/sensitive information.	Final written warning	No	No
Teignbridge	No DPA Breaches					
Tendring	No DPA Breaches					
Test Valley	No DPA Breaches					
Tewkesbury	No DPA Breaches					
Thanet	3	1	Member of staff posted on website a private email address.	Investigated but allegation not substantiated	No	No
		1	Member of staff viewed the benefit claim of a person known to them.	Disciplinary held - warning	No	No
		1	Member of staff accessed customer records inappropriately - benefit claim.	Dismissed	No	No
Three Rivers	No DPA Breaches					
Tonbridge and Malling	No DPA Breaches					
Torrington	No DPA Breaches					

⁶⁸ Joint response with Waveney District Council.

Tunbridge Wells	3	1	Personal details available to view on planning public access website under planning application details.	No disciplinary action	No	No
		1	Contact details of previous complainant available to view through online feedback form on website.	No disciplinary action	No	No
		1	Revenue letter sent to incorrect address.	No disciplinary action	No	No
Uttlesford	1	1	Compromising security of personal data	Resigned	No	No
Vale of White Horse	No DPA Breaches					
Warwick	3	1	Information not provided	Dismissed	No	No
		2	Information not provided	Disciplined Internally	No	No
Watford	No DPA Breaches					
Waveney⁶⁹	No DPA Breaches					
Waverley	No DPA Breaches					
Wealden	No DPA Breaches					
Wellingborough	1	1	Information not provided	Disciplined Internally	No	No
Welwyn Hatfield	4	1	Incorrect letter due to a problem with an Envelope folding machine.	Verbal warning	No	No
		2	Mailshot letters emailed but email details not put in BCC field.	Verbal warning	No	No
		1	Email received by wrong staff	Verbal warning	No	No
West Devon	No DPA Breaches					

⁶⁹ Joint response with Suffolk Coastal District Council.

West Dorset⁷⁰	See Weymouth and Portland Council's response					
West Lancashire	7	7	Information not provided	No disciplinary action	No	No
West Lindsey	1	1	Inappropriately accessing data from a Customer Information System.	Disciplined Internally	No	No
West Oxfordshire	No DPA Breaches					
West Somerset	No DPA Breaches					
Weymouth and Portland⁷¹	1	1	Accessed personal information for personal interest	Disciplined Internally	No	No
Winchester	No DPA Breaches					
Woking	No DPA Breaches					
Worcester	No DPA Breaches					
Worthing	No DPA Breaches					
Wychavon	No DPA Breaches					
Wycombe	No DPA Breaches					
Wyre	3	1	Electoral canvasser was visiting his area in Normoss and needed to go to the toilet. He used the Newton Arms pub. Whilst visiting toilet unfortunately left a plastic folder containing electoral forms in the pub toilet. When he realised that he had left the folder and retraced his steps the forms had gone missing and the landlady of the Newton Arms could not say either where	No disciplinary action	No	No

⁷⁰ Joint Response with Weymouth and Portland Borough Council.

⁷¹ Joint Response with West Dorset District Council.

			they had gone.			
		1	A promotional email was sent by Marine Hall, Fleetwood for Shakatak on 22/03/13 was sent to 484 recipients but not sent BCC and all personal email addresses were shown.	No disciplinary action	No	No
		1	Confidential personal data used in a PCSO presentation carried out by Lancashire Constabulary on 19 November 2012 at an O&S meeting. Somehow, the presentation has been made into scrap pads by Wyre Council. Despite investigation and discussions with a number of staff who attended the meeting and Reprographics who make up the scrap pads, we don't know how or when this was done as no hard copies of the presentation were distributed at the meeting or afterwards (that we know of). Lancashire Police and have been sent a scanned copy of the page that contains personal data via our GXL account to his. The Council is	No disciplinary action	No	No

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			awaiting confirmation how this has been dealt with.			
Wyre Forest	No DPA Breaches					
Total	4236	4236			39	1

Appendix 1: Noteworthy Examples

Many responses lacked clear detail, making it difficult to assess the true nature of the case or the response from either the local authority or the ICO. The following examples are taken from the ICO's records to add wider context:

- a) In January 2013 **Windsor and Maidenhead Borough Council** mistakenly posted the personal information of 257 people on their intranet. The resulting ICO investigation found that data protection training had not been mandatory and as a result staff were under informed about the correct procedures.⁷²
- b) On three occasions in August 2013 **Islington Borough Council** disclosed a variety of personal information in response to a Freedom of Information request. The information included the details of housing applicants; such as sexuality, ethnicity and criminal records information.⁷³
- c) Between August 2009 and November 2012 **Mansfield District Council** repeatedly sent information to a Mansfield housing association in error. The breach was reported to the ICO by the Association and not the Local Authority. This highlights that even when a breach is reported organisations often don't have proper systems in place to resolve the problem.⁷⁴
- d) In February 2011 **Powys Council** was fined £130,000 for sending details of a child protection case to the wrong recipient. At the time this was the largest fine handed out by the ICO. The Commissioner also warned that a failure to improve staff training would result in court action being taken.⁷⁵

⁷² Information Commissioner's Office, *Royal Borough of Windsor & Maidenhead*, 26th November 2013: <https://ico.org.uk/action-weve-taken/enforcement/royal-borough-of-windsor-maidenhead/>

⁷³ Information Commissioner's Office, *Islington Borough Council*, 23rd August 2013: <https://ico.org.uk/action-weve-taken/enforcement/islington-borough-council/>

⁷⁴ Breach Watch, *Mansfield District Council - Undertaking*, 25th January 2013: <https://ico.org.uk/media/action-weve-taken/undertakings/2485/mansfield-district-council-undertaking-follow-up-20130627.pdf>

⁷⁵ SC Magazine, *Largest ICO fine issued to Powys County Council for two breaches of sensitive data*, 6th December 2011: <http://www.scmagazineuk.com/largest-ico-fine-issued-to-powys-county-council-for-two-breaches-of-sensitive-data/article/218221/>

Appendix 2: Methodology

A Freedom of Information request was sent to all local authorities beginning on the 9th June 2014.

We asked for the number of individuals that have been convicted for breaking the Data Protection Act, the number that had had their employment terminated as the result of a DPA breach, the number that were disciplined internally, the number that resigned during proceedings and the number of instances where no action was taken.

We received a **98%** response rate. For the purposes of this report responses were included until Monday 6th July 2015.

Appendix 3: Original Freedom of Information Request

Dear Sir or Madam

I am writing under the Freedom of Information Act 2000 to request details of breaches of the Data Protection Act in your local authority; specifically I am asking for:

1. The number of council personnel that have been convicted for breaches of the Data Protection Act.
2. The number of council personnel that have had their employment terminated for breaches of the Data Protection Act.
3. The number of council personnel that have been disciplined internally but have not been prosecuted for breaches of the Data Protection Act.
4. The number council personnel that have resigned during disciplinary procedures.
5. The number of instances where a breach has not led to any disciplinary action.

In each case, I request that you provide a list of the offences committed by the individual in question, for example "*Accessed personal information for personal interest*" or "*Inappropriately shared patient information with a third party*".

I request that the time period covered is 1st April 2011-1st April 2014.

I further request that the information be displayed in the below format:

Outline of what was lost/reported missing/accessed	Data contained	Action taken criminal/discipline	Additional responses to rectify loss
Council USB stick left/lost in internet cafe.	Council employee names and email addresses.	Final written warning issued.	None taken.
Council external hard drive left in taxi.	Names of residents in local authority housing.	Suspended from work without pay for two weeks.	Database rebuilt and password access further restricted.

My preferred format to receive this information is electronically, but if that is not possible I will accept hard copies.

I understand under the Freedom of Information Act that I am entitled to a response within twenty working days. I would be grateful if you could confirm this request in writing as soon as possible.

About Big Brother Watch

Big Brother Watch was set up to challenge policies that threaten our privacy, our freedoms and our civil liberties, and to expose the true scale of the surveillance state.

Founded in 2009, we have produced unique research exposing the erosion of civil liberties in the UK, looking at the dramatic expansion of surveillance powers, the growth of the database state and the misuse of personal information.

We campaign to give individuals more control over their personal data, and hold to account those who fail to respect our privacy, whether private companies, government departments or local authorities.

Protecting individual privacy and defending civil liberties, Big Brother Watch is a campaign group for the digital age.

If you are a journalist and you would like to contact Big Brother Watch, including outside office hours, please call +44 (0) 7505 448925 (24hrs). You can also email press@bigbrotherwatch.org.uk for written enquiries.

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