

**FOIA 6014**

**Information Security Loss Incidents: 3rd August 2008 to 3rd August 2011**

<b>Outline of what was lost/reported missing/accessed</b>	<b>Data contained</b>	<b>Action taken criminal/discipline</b>	<b>Additional Responses to Rectify loss</b>
02/09/2008 5 Paper Files miss-located, found to have been sent incorrectly for destruction-	Staff personnel data	Procedural review within department concerned	
22/10/2008 Laptop stolen in overnight break-in at a corporate site	Staff appraisals	Professional burglary - Police informed	Fully encrypted hard-drive
05/11/2008 USB Stick Loss on site	Various personal details of 54 service users	Internal disciplinary action taken – written warning	ICO informed, full countermeasure plan implemented to protect affected service users. Undertaking to ICO signed by CEO
18/12/2008 Digital camera stolen from Sure Start site	Photos - not annotated with names or any other identifier, of 20 service users	Police informed	Public access site
07/01/2009 Digital camera stolen from arts site	Photos - not annotated with names or any other identifier, of 25 service users	Police informed	Public access site
11/02/2009 Paper documents lost in inclement weather in transit to a meeting	Personal data of 3 service users	Police informed	Extensive searches undertaken and. Service area has reviewed and improved procedures

04/03/2009 Paper file in bag theft from staff on way to a meeting	Personal data of 1 service user	Police informed	Papers recovered with bag (less purse and mobile phone) shortly after theft
09/03/2009 Paper file lost in transit to archives	Personnel file of a former staff member	Nil	Closed file mislaid on way to archive, recovered shortly afterward
05/06/2009 Incorrect despatch of paper files data due to us of incorrect distribution list	Personnel data of 11 service users	Nil	Incorrect recipients reported receipt, papers recovered, all concerned received apology. Service area updated processes and instituted a double check procedure.
28/06/2009 Incorrect disposal of bags of waste by new cleaning operatives Personal data	Various unconnected items of personal data relating to 20 service users	Nil	Reported to ICO and detailed investigation which revealed some inadequate procedures that would have prevented the incident in the first instance. Business reprocessing carried out by the service area.
31/07/2009 Digital Camera Stolen from Sure Start site service users photos - not annotated with names or any other identifier	Photos - not annotated with names or any other identifier, of 27 service users	Police informed	Public access site
23/10/2009 Papers lost in transit to a meeting	Personal data of 2 service users	Internal disciplinary action taken – verbal	Internal investigation found procedures not

		warning	followed
13/05/2010 Files Accidentally shredded	25 Archived personnel files	Nil	Receipt procedures at Corporate Archive changed to lessen risk of repeat
25/08/2010 Filofax stolen in bag theft from staff on way to a meeting	Contact details and latest meeting notes of 2 service users	Police informed	
15/12/2010 Digital camera stolen from Sure Start site	Photos - not annotated with names or any other identifier, of 20 service users	Police informed	Public access site -
05/03/2011 USB Memory stick Back up device mislaid by staff	Mixed personal data including access codes to 2000 service users key safes	Internal disciplinary action taken – three verbal warnings and a final written warning	Major countermeasure plan instigated to change all 2000 key safes, inform all users and Next of Kin. Police and ICO informed
27/05/2011 Paper file lost in transit to a meeting	Meeting notes of 1 service user	Internal disciplinary action taken – verbal warning	Papers recovered and secured almost immediately after loss
11/06/2011 Meals on Wheels Route Card Lost on rounds	Access notes and addresses to facilitate delivery to 19 service users	Police notified.	Countermeasure plan instigated, service users informed.