

REQUEST AND RESPONSE

- 1) How many times in the past five years (with annual break down) has a data breach been registered?

2010	Local branch of a high street bank reported that a customer's bank details were visible within the window of an envelope containing a refund cheque. Remittance advice layout amended to eliminate risk of reoccurrence.
2011	Unauthorised release of a copy of a single, unsubstantiated planning enforcement file in error. Procedures reviewed and improved to reduce risk of reoccurrence.
2012	Nil
2013	A single benefit claim letter sent to an incorrect recipient in error. Checking procedures reviewed and improved.
2014	6 x direct debit confirmation letters duplex printed in error and sent to 3 incorrect recipients. Printer settings amended and check procedures improved to reduce risk of reoccurrence. Corrupt server hard disk drive being returned to supplier was lost by the courier collection company. The disk was corrupt and unreadable.
2015	50 erroneous council tax bills emailed to 6 recipients due to computer error. All customers and recipients contacted and confirmation received of secure destruction. Computer process error corrected.

- 2) For each incident, please give a brief explanation of the type of breach (e.g. data left in unsecure location, sent to incorrect person) – **see above**
- 3) For each incident, please outline what type of data was insecure/lost (e.g. financial, confidential details, medical/criminal records) – **see above**
- 4) How many of these incidents were referred to the Information Commissioner? - **1**

If you could also include a statement about your data protection policy and results that would be very helpful, but is not essential and should not be taken to form part of the FOI request.

Tendring District Council takes its responsibilities very seriously and has an information governance policy group and security management group in place to develop, review and enforce processes and procedures in relation to data security. All officers receive training in these areas and the Council's network has been certified as compliant with the Public Services Network code of connection requirements. A security incident reporting process triggers an alert to the investigation response team to ensure that any problem receives immediate attention.

<http://www.tendringdc.gov.uk/council/your-right-know/fair-processing-notice>