



Information Governance

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Date: 20 March 2020

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA) Request ID: REQ06984

Thank you for your request for information relating to personal data breaches recorded by the Authority in 2018.

Please be aware that statistical information, including data breaches are recorded by financial year. Therefore, the information being provided covers the period 1 April 2018 until 31 March 2019. The way the Council records incidents may also be categorised differently to the categories contained in your request.

1. How many personal data breaches were recorded by your authority in 2018?

There were 216 incidents recorded for 2018/19.

2. How many of the 2018 total were caused by errors committed by individuals communicating via a computer or other telecommunications equipment?

3. How many of the 2018 total resulted from:-

a) failure to use the BCC function when sending emails, or

b) accidental, improper or unnecessary use of a mailing distribution list

In response to questions 2 and 3, we record incidents as 'disclosed in error' or 'technical/procedural failure'. Either of these categories would cover the sending of emails, either to the incorrect recipient or the use of mailing lists. This category also includes the sending of information to incorrect addresses (postal) so we are unable to provide an exact figure to match your question.

However, to advise and assist, there were 173 recorded incidents in the above two categories for this period.

4. How many of the 2018 total resulted from corruption of a computer file or database?

None.

5. How many of the 2018 total are categorised as "loss of personal data"? (please include theft of personal data/equipment in definition of loss)

There were 30 incidents of either lost or stolen data/hardware.

6. How many of the 2018 total originated from storing/processing inaccurate personal data?

None

7. How many of the 2018 total resulted in the unlawful or accidental disclosure of or access to special category data (health, race, ethnicity etc.)

We do not record whether the data breach relates specifically to special category data

8. How many of the 2018 total were reported by your authority to the Information Commissioner's Office?

There were three breaches reported to the Information Commissioner's Office.

9. Was your authority audited by the Information Commissioner's Office in 2018?

No

10. How many personal data breaches were recorded by your authority in 2019?

11. How many of the 2019 total were caused by errors committed by individuals communicating via a computer or other telecommunications equipment?

12. How many of the 2019 total resulted from:-

a) failure to use the BCC function when sending emails, or

b) accidental, improper or unnecessary use of a mailing distribution list

13. How many of the 2019 total resulted from corruption of a computer file or database?

14. How many of the 2019 total are categorised as "loss of personal data"? (please include theft of personal data/equipment in definition of loss)

15. How many of the 2019 total originated from storing/processing inaccurate personal data?

16. How many of the 2019 total resulted in the unlawful or accidental disclosure of or access to special category data (health, race, ethnicity etc.)?

17. How many of the 2019 total were reported by your authority to the Information Commissioner's Office?

For questions 10 – 17, figures will not be available until the conclusion of the current financial year, which will then be subsequently prepared for publication via the Information Governance Annual Report.

The information is therefore being withheld as it falls under the exemption(s) in Section 22 of the Freedom of Information Act 2000, which relates to Information Intended for Future Publication.

The report will be considered by the Audit and Procurement Committee later in the year and we have provided a link to the meeting dates, agenda and minutes on the Council website:

<https://edemocracy.coventry.gov.uk/ieListMeetings.aspx?Committeeld=553>

18. Was your authority audited by the Information Commissioner's Office in 2019?

No.

19. How does your authority record personal breaches?

Currently breaches are recorded on an excel spread sheet and investigated by the Data Protection Team.

20. Is risk analysis grading used to determine the risk level of personal data breaches?

Yes

21. Does your authority provide mandatory online data protection training for staff members and partners?

All Council employees, are required to undertake mandatory Data Protection on-line training on an annual basis.

22. Does your authority provide in-house data protection training for staff members and partners?

There is classed based mandatory data protection training for Council staff which is provided in-house.

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Should you wish to make any further requests for information, you may find what you are looking for is already published on the [Council's web site](#) and in particular its [FOI/EIR Disclosure log](#), [Council's Publication Scheme](#), [Open Data](#) and [Facts about Coventry](#).

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email casework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance