



Local Authority Data Loss

*More than 100 authorities lose personal
information in at least 1035 separate incidents*

A Big Brother Watch report

November 2011

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Executive Summary

According to a Freedom of Information request made by Big Brother Watch to 434 local authorities, between July 2008 and July 2011, **132 local authorities** lost sensitive information in at least **1035 separate incidents**.

- At least **35 councils** lost information about children and those in care
- The information of at least **3100 children**, young people or students was compromised in **118 cases**
- At least **244 laptops** and portable computers were lost
- A minimum of **98 memory sticks** and more than **93 mobile devices** went missing

Just 9 incidents resulted in termination of employment.

The top ten worst offending authorities were:

1. Buckinghamshire (72 incidents)
2. Kent (72)
3. Essex (62)
4. Northamptonshire (48)
5. North Yorkshire (46)
6. Renfrewshire (41)
7. West Sussex (36)
8. Tower Hamlets (31)
9. Telford and Wrekin (30)
10. Cornwall (25)

Examples

An indicative selection of incidents drawn from across the responses:

Local Authority	Incident of data loss
Birmingham	One USB stick was lost containing the names, addresses, contact details, number of occupants, tenancy type and ethnic origin of tenant covering 64,000 people. The member of staff was suspended, to later resign, and the memory stick has never been recovered.
Brent	Wrong mailing list used to distribute Child Care packs including child care information
Buckinghamshire	Approximately 2,000 e mail addresses revealed when mailshot sent to public
Durham	USB stick left in street by former social worker containing highly confidential data regarding children in care
Essex	Childcare files found in hire car by member of staff
Kensington and Chelsea	Lost documents in the pub including name, address, date of birth, health reports, income reports and photographs
Kent	Scanned case notes relating to children found on Facebook
Kent	Outreach worker lost memory stick containing personal data of 30 pupils from 16 schools including assessment results
Luton	Memory stick lost - unable to determine location of 60 sticks
North Somerset	Phishing attack, unauthorised access gained to email account
Northamptonshire	Received letter from CYPS to parent of child, along with a 50 page dossier for different child
Sandwell	Unencrypted USB stick lost containing personal information relating to 5 families
Suffolk	Briefcase left in car park containing caseworker's current cases, approximately 20

Introduction

Local authorities are responsible for providing a wide range of services to communities, businesses and central government. As a result, they are responsible for a significant amount of personal information, relating to a number of intimate and sensitive issues.

This entails a huge amount of responsibility, yet our research has found that in more than a third of all local authorities, personal information has been lost or stolen, often without encryption or with minimal password protection.

This report is part of Big Brother Watch's continuing campaign to highlight the issues around data protection existing in the UK, and the largely unknown scale of how frequently personal information is wrongfully accessed, lost or misused. The growth of both commercial and Governmental data collection poses a clear and present risk to privacy, and the lack of adequate protection against this information being compromised warrants urgent attention.

The research follows a similar exposure of Data Protection Act breaches in the NHS, which highlighted incidents of patient information and medical records being shared on social networking sites, discussed in public areas and accessed without proper reason.¹ Earlier this year we also exposed how more than 900 police officers and staff abused their access to sensitive data.²

91% of local authorities responded to the Freedom of Information request, which covered loss of personal information by council employees and contractors between 3 August 2008 and 3 August 2011. However, given the number of authorities reporting no incidents, it would appear there are different internal thresholds for reporting and logging incidents.

It is important that steps be taken to prevent further breaches through training and clear policies, but also that proper sanctions are in place when they do occur. Our research suggests that neither of these concerns is being adequately dealt with and while incidents have resulted in policies being changed – particularly around encryption – the different approaches seen across the country suggest a worryingly inconsistent and unpredictable approach to data protection across local authorities.

¹ <http://www.bigbrotherwatch.org.uk/home/2011/10/nhs-data-protection.html>

² <http://www.bigbrotherwatch.org.uk/home/2011/07/police-databases-how-over-900-staff-abused-their-access.html>

Main Findings

We received at least partial responses to our Freedom of Information Act request from 395 local authorities, a response rate of 91%.

Their responses detailed 1035 incidents of data being lost and stolen, across 132 local authorities, with 263 local authorities reporting no incidents of data being lost or stolen. Local authorities stated in only 55 incidents that the loss or theft had been reported to the ICO.

The nature of local authority services mean information is not only stored electronically – paper records and notes made during the course of people’s duties cannot be encrypted, and as such ensuring their security is paramount. We have found numerous situations where paper records have been lost and stolen, normally without the thief intending to steal such information.

Indeed, the incidents around laptops and mobile devices highlight that even where there is a clear risk of theft, practices around encryption, storage and security are not consistent, with several devices stolen from cars, left on public transport or stored in public view.

Furthermore, our research has highlighted the frequency with which information is moved between personal and local authority equipment, often to employee’s home computers or laptops, only for these devices to be stolen in break-ins. Where personal devices are used, it is highly unlikely that the same security measures are in place that would be if the information was held on a council device.

Information about children and young people

In 118 cases of data being lost or stolen, the information related to children, young people or students. These cases took place in at least 35 local authorities and from the responses provided, we can establish that these cases concern the personal information of at least 3100 children.

In one case a member of staff at Leicestershire County Council lost a paper case file, containing the name, address, school and care status of children. In Northamptonshire a member of staff’s personal laptop was stolen in a break-in at their home, which contained personal student information.

In Essex, an employee of Essex County Council left childcare files in a hire car, while in Brent information concerning children was sent to the wrong recipients on four separate occasions.

In some cases, the actions were deliberate – former employees stealing data when they have been dismissed, disclosing information to unauthorised third parties and information accessed without proper cause.

However, our research also highlights the frequent and alarming errors that have been made in storing and sharing information relating to children. This sharing is clearly essential given the different agencies and parties involved in child support, however our research suggests that the highly sensitive nature of the information is not reflected in the care it is handled with.

Laptops and portable computers

Our research found at least 244 cases of where laptops and portable computers were lost and stolen. While in several cases theft cannot be avoided, there are a large number of incidents where even basic precautions were not taken.

The case in Tower Hamlets of a laptop being stolen from a parked car is certainly not unique, with incidents across the country of devices – some unencrypted – being stolen from cars. In Merthyr Tydfil two separate incidents occurred when laptops were left in vehicles overnight.

Another case in Derbyshire saw a laptop sold to a member of the public without proper data cleansing undertaken, while in Newcastle a similar failure led to a laptop being reused by a child under a personal education allowance without being properly wiped.

In West Sussex, three laptops were lost on public transport and in Wiltshire ten desktop PCs and seven laptops were stolen in break-ins.

The research highlights the huge variations in encryption practices across different local authorities, and in many cases local authorities did not provide details of whether lost data was encrypted or not.

Our findings also bring into question the use of council equipment at home and the use of personal laptops and computers. In particular, a concern is how data is moved around by staff to enable them to work on a different machine. Where council information has been transferred to a personal machine, there is no guarantee that personal devices contain the same security and encryption protection. Indeed, several incidents have been highlighted where malware has been discovered on machines, a risk of using personal machines where virus and anti-malware is often not at the same level as a corporate machine.

Memory sticks and mobile devices

A minimum of 98 memory sticks and more than 93 mobile devices went missing from local authorities, with varying levels of encryption and password security.

In Renfrewshire, eight separate unencrypted data pens were lost containing social work data, while in Durham a memory stick was left in the street by a former social worker containing highly confidential data regarding children in care.

In Birmingham, one USB stick was lost containing the names, addresses, contact details, number of occupants, tenancy type and ethnic origin of tenant covering 64,000 people. The member of staff was suspended, to later resign, and the memory stick has never been recovered.

Memory sticks and mobile devices are by their nature easier to lose than desktop computers or other, larger devices. However, this risk is rarely reflected in distinguishing what kind of information can be held on them or the merits of alternative ways of moving data.

Indeed, the ability to remotely shut down mobile devices is seen as an effective safeguard, when of course it relies entirely upon the person responsible for the device being aware of the loss and reporting it immediately.

Equally, the fact a device can be deactivated is not a justification for lax controls or sanctions as there remains a risk that data could be compromised with sufficient technical sophistication.

Local authorities need to pay much closer attention to how their employees use portable memory storage and mobile devices. Policies and procedures should reflect not only how information is stored, but the grounds for which it should be moved in the first place. As soon as information is held on a portable device, the risk for that information to be compromised significantly increases and so much more needs to be done to restrict the transfer of data occurring in the first place.

Notification to the Information Commissioner's Office (ICO)

The Information Commissioner is responsible for the enforcement and operation of data protection law in the UK. As the body that decides whether to prosecute for breaches of the Data Protection Act, it plays a crucial role in the protection of personal information.

Unfortunately, the ICO lacks the powers to do this as fully as Big Brother Watch would like. At present, unless the local authority consents, the ICO cannot perform an audit of its practices and incident handling – begging the question of whether local authorities are protecting data to the standard the ICO would expect. Our research suggests in several authorities, incidents have taken place that simply should not have been able to happen.

Of the 1030 incidents we uncovered, councils specified that in just 55 cases was an official notification to the ICO made. Such a low figure suggests that local authorities make different judgements on what should be reported and what does not need to be. Indeed, the fact that so many authorities reported no incidents – while other similar authorities reported several incidents – questions the threshold for reporting and logging of data incidents between authorities.

For example, it does seem surprising that in 263 local authorities, not even a single mobile phone or memory stick was lost.

Big Brother Watch fully supports the call for the ICO to have compulsory powers to audit both public and private sector organisations. At present the ICO has powers to carry out compulsory data protection audits on central government departments, but to audit other organisations; the ICO requires the consent of the organisation it wishes to audit.

In the case of local government, our research suggests there is a much greater problem in terms of data protection than the ICO may believe, based on the incidents reported to it. The ICO must have the power to audit local authorities without needing their consent, or risk a wide number of cases going improperly punished.

Conclusion

The information held by local authorities concern a wide range of services, requiring intimate personal information about the most vulnerable in society. The implications of this information being lost cannot be overstated, dealing with sensitive matters that under no circumstances should become public.

With recent moves to allow local authorities to access more centrally-held personal information, for example details on benefits and earnings, the amount of data potentially at risk continues to grow.

This research highlights the scale of data loss in local authorities, and the major variations between authorities of reporting incidents. We find it of serious concern that 263 authorities claim to have not lost a single item of data, and while there are authorities that reported numerous and abhorrent incidents, they should be applauded for their honesty. In our opinion the risk of future data loss is reduced by a transparent and accountable process when breaches occur. Those authorities in denial that a problem exists are failing their residents and their staff.

There are concrete changes that can be made to protect the privacy of personal information. For example, a greater use of Virtual Private Networks (VPNs) would allow staff to work from home without requiring sensitive information to be stored on their own computers. This would also reduce the need for information to be held on council laptops, as information would be readily accessible from a remote location.

Furthermore, a much stricter policy on the use of external data storage devices and the transfer of information to personal equipment would eliminate many of the incidents where data has been lost to thefts and carelessness.

Finally, we believe that there is serious cause for concern that it is impossible to say with any degree of certainty that local authorities do operate a sufficiently robust data protection regime. This is an area of data protection that the Information Commission should strongly consider investigating more thoroughly. Without a power of compulsory audit, the ICO relies on voluntary disclosure and with such sensitive information at stake; this cannot be a satisfactory position.

Methodology:

Beginning on 25th July, the following Freedom of Information Act request was sent to 433 Local Authorities across the UK. In these requests, we asked the local authorities to provide us with the number of cases where data had been lost by council employees and the nature of the data lost. We also asked how many employees had been disciplined, dismissed or prosecuted for breaches of data protection, and what the council's response was to each incident.

The FOI covered the period of 3rd August 2008 to 3rd August 2011. We received at least partial responses from 395 local authorities. For the purposes of this report we included all responses received up to and including the 15th November 2011.

FREEDOM OF INFORMATION REQUEST FOR DETAILS OF INTERNAL DATA LOSS

Dear Sir/Madam,

I am writing to request details of incidents of lost data by council employees. To outline my request as specifically as possible, I'm asking for the following:

1. The number of cases where data consisting of personal information of council residents or employees was lost while in the custody of a council employee and the nature of the data. Data may be on a laptop, data stick, external hard drive, sensitive papers or otherwise which were lost (not reported stolen) and include names, home addresses, bank details, mobile phone numbers, etc.
2. The number of employees of the council that have been disciplined internally for losing data as described above in the last three years.
3. In each case where data was lost, list any responses by the council to rectify the situation or other ramifications such as complaints from residents, changes in staff procedures, changes in use of technology, and the disciplinary action taken (if any) against the employee.

In each case, I request that you provide a clear, itemised list of the offences committed by the individual in question i.e. "*Council USB left/lost in internet cafe*" or "*Council external hard drive left in taxi*".

I would like the information displayed in the table below. I have taken the opportunity to include a couple of example responses.

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 can accept hard copies.

Some parts of this request may be easier to answer than others, and in such case I would ask that you release available data as soon as possible rather than delay the entire request.

For clarity, our definition of the "past three years" is the period up from 3rd August 2008 to 3rd August 2011

I understand that under the Freedom of Information Act, I am entitled to a response within 20 working days. I would be grateful if you could confirm in writing that you have received this request.

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.

Appendix: The list by Local Authority of incidents where personal data was lost

Name	Outline of what was lost/reported missing/accessed	Data contained	Action taken criminal/discipline	Additional Responses to Rectify loss
Aberdeen City	None	-	-	-
Aberdeenshire	Paper file blown away in the wind	Social work referral form	Verbal Warning	Review of handling of paper outside
Adur	None	-	-	-
Allerdale	Birth Certificate lost	Birth Certificate	None	Birth Certificate replaced
Allerdale	Customers details lost	Proof of identity and bank statements relating to a grant application	None	Procedures reviewed
Allerdale	Job evaluation form lost	Job Evaluation form	None	None stated
Amber Valley	None	-	-	-
Angus	Letter handed to perpetrator of ASB rather than complainant	Antisocial behaviour related letter in response to complaint	None	Two council officers apologised to the complainant, application form for transfer handed over to complainant, complainant requested to keep diary sheets, process in place to prevent recurrence#
Antrim	None	-	-	-
Ards	None	-	-	-
Argyll and Bute	Social Work file left in bag of waste	Information identifying 7 people	Disciplinary action taken	File returned by newspaper into whose hands it fell
Armagh	None	-	-	-
Arun	None	-	-	-
Ashfield	None	-	-	-
Ashford	None	-	-	-
Aylesbury Vale	Bag containing encrypted memory stick left on train	No personal data on USB or papers lost in bag	None Stated	All AVDC memory sticks are encrypted

Aylesbury Vale	Laptop lost	Was being built, had only basic operating system installed, no personal data and not connected to network	None Stated	None stated
Aylesbury Vale	PDA lost	No personal data	None Stated	Remotely wiped
Aylesbury Vale	Smartphone lost	No personal data	None Stated	Was data wiped and PIN protected
Aylesbury Vale	Two new and unused XDA devices reported missing from IT store room	Contained no data or configuration details	None Stated	None stated
Babergh	None	-	-	-
Ballymena	NO RESPONSE			
Ballymoney	None	-	-	-
Banbridge	None	-	-	-
Barking and Dagenham	11 Computers/laptops stolen	Not specified	Not Stated	Not Stated
Barking and Dagenham	3 Computers/laptops stolen	Not specified	Not Stated	Not Stated
Barking and Dagenham	RSA token lost/stolen	Not specified	Not Stated	Not Stated
Barnet	Crate of application forms lost in transit	Benefit application plans with supporting documentation	None	Crate recovered by courier company untampered with, notified those affected
Barnet	Email sent to wrong address	Care plan	None Stated	Recipient deleted the email in question, additional security measures have been implemented
Barnsley	Contact detail record missing from a customer's personal file (office based file)	Log of Dates, times and nature of communication (contact) between Day Service and Service Users home/carers for example notes of telephone conversations or written correspondence received or made from service For example - notes of telephone conversations &/or written correspondence received or made from Service. Low level personal information.		Raised the matter with senior management, Investigation team assessed all possible ways the record could have become removed from the file, all staff asked to remain vigilant, next full team meeting used to remind staff of existing protocols regarding the safeguarding of sensitive information and that files/paperwork are not to be removed from the office
Barrow-in-Furness	None	-	-	-
Basildon	None	-	-	-

Basingstoke and Deane	Council issued smart phone lost	Phone contacts; staff contact details	None	Immediate response was to contact phone company, who killed all access to the phone, item recovered
Bassetlaw	None	-	-	-
Bath and North East Somerset	Encrypted iPhone, stolen on business trip	Primary Contacts, e-mails and Calendar	None	None - the equipment was password controlled and remote wiped and disabled
Bath and North East Somerset	Encrypted laptop, missing from Council offices	Unknown	None	None - the laptop is password controlled, encrypted and access to the network disabled
Bath and North East Somerset	Encrypted laptop, missing whilst being stored in a church being used to deliver Council Training	Unknown	None	None - the laptop is password controlled, encrypted and access to the network disabled
Bedford Borough	None	-	-	-
Belfast	Hard copy data file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident & mobile phone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.

Belfast	Hard copy food premises file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
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Belfast	Hard copy food premises file unaccounted for	1 name of council resident home address and telephone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident home address and telephone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	2 names of council residents and home addresses; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.

Belfast	Hard copy food premises file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
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Belfast	Hard copy food premises file unaccounted for	2 names of council residents and home addresses; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
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Belfast	Hard copy food premises file unaccounted for	2 names of council residents and home addresses and 1 mobile phone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident and 1 email address; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident address and telephone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Belfast	Hard copy food premises file unaccounted for	1 name of council resident home and mobile phone number; 1 name of council resident home address and land telephone number; name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.

Belfast	Hard copy food premises file unaccounted for	Name of council employees; name of food business operator	None	An investigation was carried out to try and locate the files and determine how they may have been misplaced. This resulted in all officers in the unit concerned being reminded of their responsibilities and file management procedures.
Bexley	Laptop stolen from office	System Data	Reported to Police	None
Bexley	Laptop stolen from office	System Data	Reported to Police	All staff reminded of importance of physical security of portable computers
Bexley	Laptop stolen in home burglary	System Data	Reported to Police	None
Birmingham	USB stick lost	64,000 records; names, addresses, contact details, number of occupants, tenancy type, ethnic origin of tenant	Suspended; later Resigned	Stick still missing
Blaby	None	-	-	-
Blackburn with Darwen	None	-	-	-
Blackpool	NO RESPONSE			
Blaenau Gwent	NO RESPONSE			
Bolsover	One laptop	Unspecified	None stated	No access to database without authorisation, no evidence of any data breach
Bolsover	Six memory sticks- encrypted missing after employee left the authority	Unspecified	None Stated	None stated
Bolton	Smartphone slid off a car bonnet - irretrievable without dismantling the car park	The phone contained internal contact details of Bolton Council Employees	None	The phone was sent a remote wipe command within one hour and the owner of the car park subsequently sealed the cavity with concrete
Boston	Council PC stolen from reception	Subset of customer names and email addresses	None	Notified police and customers advised
Bournemouth	Email sent to wrong recipient	Name of service user	None	Family of service user informed
Bournemouth	Email sent to wrong recipient	Personal information relating to a service user	None	AOL advised not a proper email address
Bournemouth	Information not held centrally. Refused on grounds of time and cost limits - four incidents related reported from 2010-2011 only (see below)			

Bournemouth	Paper records lost in post	Legal documents	None	Data retrieved
Bournemouth	Theft of laptop	People name and school	None	Not Stated
Bracknell Forest	NO RESPONSE			
Bradford	None	-	-	-
Braintree	None	-	-	-
Breckland	None	-	-	-
Brent	Child protection conference minutes mixed up and sent to incorrect recipients	Child protection data	External contractor dismissed	Notified ICO
Brent	Cover sheet sent to incorrect recipient	Contact information of another person	Contractor dismissed	Provided adequate training
Brent	Customer information sent to wrong solicitor	Personal customer information	None Stated	Information retrieved
Brent	Documentation stolen from employee car	Disciplinary investigation details	None Stated	Notified those affected and changed procedures for removing information from the office
Brent	Email sent containing link to open investigation allegations on official	Name of suspect being investigated, and names and ages of children	None Stated	Guidance issued regarding forwarding emails without checking content
Brent	Email sent to incorrect email address	Personal care information	None Stated	Email address believed to be inactive, no loss of data
Brent	Hard copy data found on highway in recycling bags rather than confidential waste bags	Personal information including names, addresses and telephone numbers	None Stated	Strengthened disposal policy and put sticker on all waste bins
Brent	Hard copy data improperly disposed of in skip	Confidential information	None Stated	Information retrieved and disposal policy made clear to all staff
Brent	Hard copy meeting minutes sent to wrong parent	Minutes of a child conference relating to a child in care	None Stated	Minutes retrieved, document scanning procedure strengthened, quality checking improved
Brent	Hard copy paper documents sent to wrong recipients in post	Child care record information	None Stated	Notified ICO and individuals affected, disposed of envelope machine responsible for error

Brent	Hard copy paper file and appointment diary left at Council employee's friend's house	Information pertaining to family unit	None Stated	Limited information loss
Brent	Individual requesting supervision file sent another person's file	Supervision file data	None Stated	Revised mailing procedure and information retrieved
Brent	Laptop stolen	Anonymised information pertaining to small number of students	None	Information anonymous and therefore no further action taken
Brent	Laptop stolen from self-employed family group conference Chair	Information on social care clients including social worker reports	Police informed	Started a project to encrypt all laptops and notified those affected
Brent	Minutes sent out with incorrect child name	Child protection data	None Stated	Information retrieved
Brent	Paper files lost	9 client files containing personal details including National Insurance numbers and bank details	None Stated	Notified those affected, reviewed and strengthened procedures in effected area
Brent	Theft of paper files from home	No significant personal data	None Stated	None Stated
Brent	Wrong mailing list used to distribute Child Care packs	Child care information	None Stated	Mailing procedure revised and information retrieved
Brentwood	None	-	-	-
Bridgend	None	-	-	-
Brighton and Hove	None	-	-	-
Bristol, City of	Fax sent to wrong number	Person identifiable information	None	None Stated
Bristol, City of	Theft of briefcase from locked van	Names, addresses of 7 service users with appointment details	None	None Stated
Bristol, City of	Third party hosted web portal disclosure error	Details contained within Benefit Claimant Forms	None	Service suspended immediately
Bristol, City of (From May 2010 on grounds of time, Section 12)	Mobile Phone lost	Names and telephone numbers	None	None Stated

Broadland	None	-	-	-
Bromley	2 laptops (donated by a 3rd party) and 2 USB sticks were stolen from a Council-run youth centre. The USB sticks were inside a security safe which was itself stolen.	USB sticks contained 74 names, address and dates of birth for participants in the Entry to Employment programme. Laptops may have contained draft CVs created by programme participants.	Reported to Police	The security safe was fit for purpose and is not likely to have been breached. Physical security at the centre was evaluated; procedures for deleting legacy files were improved
Bromley	Desktop PC stolen from Council-run youth centre	78 anonymised case studies. Approximately 10 referrals for counselling	Reported to Police	Incident occurred before security measures in above incident were implemented. Windows that were potential entry point have now been covered with metal sheeting, new security fencing has been installed to further secure the premises and an alarm and CCTV has also been installed at the centre. IT measures to reduce sensitive data stored locally have been implemented.
Bromley	Old laptop used by school finance staff was found to be missing-password protected.	The laptop contained old employment and payroll records (not bank account details) relating to a limited number (circa 50) of past school employees. The data contained was several years out of date, and known to be inaccurate.	None	Procedures for managing shared laptops refined
Bromsgrove	None	-	-	-
Broxbourne	None	-	-	-
Broxtowe	None	-	-	-
Buckinghamshire	A number of clients received unsolicited advertising from firm formed by Ex staff	Contact details of clients	None Stated	Notified police - not enough evidence available to trace data source
Buckinghamshire	Access by staff member to SAP file	Data relating to consultant's pay	None Stated	SAP team change procedures regarding sensitive data
Buckinghamshire	Adoption worker left sensitive manual file at airport	Sensitive personal data	None Stated	Notified ICO, tightened procedures

Buckinghamshire	Adult Education enrolment and brochure site hacked. Malware downloaded to users PCs	Malware threatens data security	Not applicable	Contacted Government Certification, ICO notified and put message on website. We have no way of identifying applicants
Buckinghamshire	Adult Education site identified as security risk by Web sense databases	Adult Education data	Not applicable	Asked service to contact website provider to fix
Buckinghamshire	Adult learning tutor removed exam papers to her home. Contained data on sensitive minority	Data on minority group	Wrote to tutor explaining her liability and asking for the data to be returned	None Stated
Buckinghamshire	Allegation by member of public that data had been disclosed	Personal data	None Stated	Internal investigation
Buckinghamshire	Allegation by member of the public that her data was disclosed unlawfully	Personal data	None Stated	Investigation showed that the claim was not founded
Buckinghamshire	Allegation of unauthorised disclosure by member of staff using staff questionnaire Viewpoint	Staff details	None Stated	Although it is possible to identify some staff, the ethnicity field is an exemption in DPA Therefore any breach would be of low level - not a breach as such
Buckinghamshire	Allegation that biometric data from schools disclosed illegally	Biometric data from schools	None Stated	Investigated and found to be incorrect
Buckinghamshire	Approximately 2,000 e mail addresses revealed when mailshot sent to public	Email addresses of 2,000 individuals	None Stated	Reminded staff of responsibilities
Buckinghamshire	Buckinghamshire Fire and Rescue pensioner alleged his data disclosed unlawfully	Personal data	None Stated	Checked situation - no breach- acting under instructions of Fire and Rescue
Buckinghamshire	Burglary at an individual's home where a briefcase stolen	Children's and Young People's data	None Stated	Notified individuals affected
Buckinghamshire	Children and Young Persons laptop stolen	Children and young people's data	Corporate access disabled	Reported to Police, asked user to obtain police incident form

Buckinghamshire	Client papers lost or shredded in error	Client notes and details	None Stated	None stated
Buckinghamshire	Conversation notes lost in Wycombe office	Conversation notes of phone call relating to a child	None Stated	Investigated and advised service
Buckinghamshire	Disclosure of BCC staff data by Finance Department member	Staff contact details	None Stated	Wrote analysis of situation to line manager with recommendations
Buckinghamshire	Disk containing data on vulnerable children left in hard drive when PC taken away to be replaced	Vulnerable children data	None Stated	Reported to Dell, data retrieved
Buckinghamshire	Dismissed employee kept details of clients	Details of Adult Social Care clients	None Stated	Informed ICO and reported to Police, advised service to inform clients
Buckinghamshire	Email account hacked at a school sending malicious emails	Malicious data sent	None Stated	Contacted Atomwide, account suspended, wrote to Head explaining situation with recommendations
Buckinghamshire	Email copied to incorrect recipients	Learning department information	Verbal warning Issued	Guidance issued
Buckinghamshire	Email incorrect recipient	Council data	None Stated	Recipient threatened to inform ICO, Investigation on-going - Block on address issue resolved
Buckinghamshire	Emails required for a staff disciplinary deleted after a year	Data for discipline case	None Stated	Revising of the guidance and notice to be issued to staff
Buckinghamshire	File attachment sent in error to social care provider	Adults and family well-being data	None Stated	Data retrieved
Buckinghamshire	Files left in Reception area of tower block	Children's and Young People's data	None Stated	As data 'lost' in secure environment, impact is low. Staff informed to remain vigilant
Buckinghamshire	Files on Connexions student with special needs lost in secure environment	Data on student's needs	None Stated	File retrieved
Buckinghamshire	Global E Mail contained private addresses visible to all recipients	Contact details	None Stated	Explained the use of blind copy and apologised to the member of the public
Buckinghamshire	Global email contained private addresses visible to all recipients	Contact details	None Stated	Wrote to client explaining rights and next step rang service to explain

Buckinghamshire	Global email contained private addresses visible to all recipients	Contact details	None Stated	Wrote to client explaining rights and next step rang service to explain
Buckinghamshire	Global email sent without blind copying	Contact details of recipients	None Stated	Explained the use of blind copy and asked for any complaints to be forwarded to Information officer
Buckinghamshire	Head of Service laptop stolen	Personal data	Access disabled	Reported to Police and raised in newsletter
Buckinghamshire	HR CVs forwarded to a member of the IT Unit via email in error	CVs	None Stated	Disclosure was limited, wrote to HR and classified as low risk
Buckinghamshire	ICT Moved sensitive file open file	Children's and Young People's data	None Stated	As time file was away was limited and access permissions intact considered this low risk
Buckinghamshire	ICT moved sensitive file to a more file	Children and Young People's data	None Stated	As time file was away was limited and access permissions intact considered this low risk
Buckinghamshire	Incorrect file loaded to the Intranet resulted in salary details of all staff in Resources being visible	Salary details of staff	None Stated	Data visible for less than 30 minutes before being removed, wrote to service
Buckinghamshire	Individual's cheque, signature and bank details posted on our public planning site	Bank details and signature	None Stated	Removed item, notified individual affected and looked at ways to try to improve our input
Buckinghamshire	Information given in confidence released to client	Children's and Young People's data	None Stated	Investigated and discovered complainant made some false assumptions regarding data released
Buckinghamshire	Information sent in error to wrong address	Children's and Young People's data	None Stated	Data retrieved, updated staff on requirements
Buckinghamshire	Job applicant's details visible to all on job application system	Job application details	None Stated	Met with software suppliers to discuss options
Buckinghamshire	Laptop lost	Culture and learning data	None Stated	None Stated
Buckinghamshire	Laptop stolen	Children's and Young People's data	None Stated	Laptop disconnected from the network, police notified
Buckinghamshire	List of names and email addresses of staff disclosed internally and externally	Names and addresses of staff	None Stated	Notified individuals affected
Buckinghamshire	Loss of Blackberry- encrypted and password protected	Information on council staff	None Stated	Disabled immediately after reported missing

Buckinghamshire	Loss of Blackberry-unencrypted	Council data	None Stated	Blackberry retrieved - Blackberry procedures changed
Buckinghamshire	Loss of files in Supportworks help desk system due to system problem	ICT data	None Stated	Time period was very brief and data loss was of a technical nature mainly and eventually recreated
Buckinghamshire	Loss of Laptop	Culture and learning data	None Stated	Machine not logged on to network for 18 months, low risk
Buckinghamshire	Loss of safeguarding file in Friars Square Car Park	Legal and Democratic data	None Stated	All data retrieved. lost for less than an hour wrote to service explaining what should be done
Buckinghamshire	Manual Records found in Walton Street	Council Data	None	Data collected and returned to service
Buckinghamshire	Orange badge letter sent to wrong person	Personal data	None Stated	Client returned letter, staff updated
Buckinghamshire	Personal details of foster carers included in tender documents sent to tenderers	Personal details of foster carers	None Stated	Data retrieved, procedures tightened to include additional checks
Buckinghamshire	Photocopier spat out a list of 250 email addresses	Email addresses	Not applicable	Advised on a work around. Asked IT Infrastructure to provide a possible solution
Buckinghamshire	Release of Blue badge data to wrong client	Not specified	Advised to write to client and explain	Not Stated
Buckinghamshire	Release of staff names to tendering companies	Staff names	None Stated	Advised HR to inform staff
Buckinghamshire	Request from resources to data held in private appointment in Outlook	Resources data	None Stated	Wrote to requestor pointing out this was against our policies and procedures
Buckinghamshire	Retiring Councillor did not return Council provided laptop	Not specified	None Stated	Informed local deputy chair of party - laptop subsequently retrieved
Buckinghamshire	Safeguarding information passed to a client in error	Safeguarding data of 8 Individuals	None Stated	Notified individuals affected, spoke to complainant and informed our partners
Buckinghamshire	Social worker lost client notes in office	Client notes and details	None Stated	As the access to site is controlled and there are no outsiders, advised on how to keep site secure

Buckinghamshire	Social worker's work phone and blackberry stolen in burglary	Children and Young People's data	None Stated	Discussed the matter with social care but as there was no real way of identifying clients said breach was low impact
Buckinghamshire	Spread sheet sent in error to wrong recipient	Council data	None Stated	Data returned within the hour by provider
Buckinghamshire	Staff access to information regarding their parent	Confidential data	None Stated	None Stated
Buckinghamshire	Staff forwarding emails to incorrect recipient	Personal data	None stated	Reducing risk by removing fremantle from drop down menu. Looking at other ways to reduce risk, information retrieved from recipient
Buckinghamshire	Staff member accessed data whilst non staff member watched	Adult social services data	None Stated	Staff members advised of duty of care
Buckinghamshire	Staff member applying for new job referred to missing hard copy documents submitted to the Council 10 years previously	Data relating to job application	None Stated	None stated
Buckinghamshire	Staff member automatically forwarding E mails to private account	Council data	Verbal warning Issued	Notified individual affected
Buckinghamshire	Staff member downloaded spyware	Children's and Young People's data	None Stated	Restored from last backup & removed spyware, investigation on-going
Buckinghamshire	Student sickness information plus contact details released to wrong parent	illness details plus contact details	None Stated	Advised school of process
Buckinghamshire	Sub contractor left behind hard copy data forms	Details of foster carers	None Stated	Reminded manager of our obligations via email
Buckinghamshire	Temporary network user given new account with sensitive data from safeguarding remaining from previous user	Not specified	None Stated	Revise procedures for temporary accounts
Buckinghamshire	Theft of data by a dismissed employee	Children and young people's data	None Stated	Reported to Police and raised in newsletter. Notified individuals affected

Buckinghamshire	Three manual files copied from the originals were sent to Adult Social Care and subsequently missing	Adult social care data	None Stated	Checked area office
Buckinghamshire	Transfer of data to remote PC	Not specified	None Stated	Loophole in security system fixed
Buckinghamshire	When retrieving job data in new recruitment system, data identifying a temporary staff member was displayed	Details of staff member	None Stated	Software error. Met with software supplier to discuss options
Burnley	None			
Bury	None	-	-	-
Caerphilly	None	-	-	-
Calderdale	None	-	-	-
Cambridge	None	-	-	-
Cambridgeshire	Electronic media and hardcopy papers stolen	Unknown	None Stated	The number of laptops stolen can be reported, but the Council is unable to confirm whether any other materials of a sensitive nature were stolen
Cambridgeshire	Electronic media and hardcopy papers stolen	Unknown	None Stated	The number of laptops stolen can be reported, but the Council is unable to confirm whether any other materials of a sensitive nature were stolen
Cambridgeshire	Hardcopy papers lost	Data relating to a family of Social care service users	None Stated	Data Retrieved
Cambridgeshire	Hardcopy papers lost	Benefit application file	None Stated	Notified those affected
Cambridgeshire	Hardcopy papers stolen from vehicle	Personal information	None Stated	Personal information was retrieved
Cambridgeshire	Laptop stolen during burglary	Class information including name, age and subject	None Stated	Information password protected and students notified
Cambridgeshire	Laptop stolen during home burglary	Assessment information and out-of-date personal information	None Stated	Information had been transferred to a new system
Cambridgeshire	Memory Stick lost- unencrypted	Information relating to social care services	None Stated	Reported to the Information Commissioner and undertaking was signed, notified those affected

Cambridgeshire	Memory Stick stolen- encrypted	Information relating to social care services	None Stated	Information was protected by encryption and password
Camden	NO RESPONSE			
Cannock Chase	None	-	-	-
Canterbury	None	-	-	-
Cardiff	Laptop stolen from unattended vehicle		None Stated	All IT Policies to be reviewed within one month, unencrypted laptops to be recalled/barred from network. Incident reported to the ICO
Cardiff	Scan Pen stolen from unattended vehicle		None Stated	All IT Policies to be reviewed within one month, unencrypted laptops to be recalled/barred from network. Incident reported to the ICO
Cardiff	Spread sheet attached to email	Names and addresses of 2,400 children in need and on child protection register	None Stated	Recipient undertook to destroy all copies of the information received, staff advised accordingly
Carlisle	None	-	-	-
Carmarthenshire	Encrypted memory stick lost	Contact details of young people involved in a youth project	None	None
Carrickfergus	None	-	-	-
Castle Point	None	-	-	-
Castlereagh	None	-	-	-
Central Bedfordshire	None	-	-	-
Ceredigion	None	-	-	-
Charnwood	None	-	-	-
Chelmsford	None	-	-	-
Cheltenham	None	-	-	-
Cherwell	NO RESPONSE			
Cheshire East	None	-	-	

Cheshire West and Chester	Two CDs lost by sub contractor	Emergency contacts, indications of whether medication is on site, ages, issues	None	ICO Notified- affected 300 clients and 500 carers
Chesterfield	NO RESPONSE			
Chichester	Documents belonging to a benefits claimant containing personal data was returned to another claimant in error	Benefits claim information including supporting documentation	None	New ICO approved procedures have been introduced, the whole team has been trained on these. Procedures were amended within the Benefits Service which were approved with the ICO prior to implementation
Chiltern	None	-	-	-
Chorley	None	-	-	-
Christchurch	None	-	-	-
City of Edinburgh	Council external hard drive stolen from council location	Limited client information contained	None	Awareness communications and improvements to physical security within office.
City of Edinburgh	Laptop stolen from Council location	Contained some client data	None	Awareness communications and improvements to physical security within office
City of Edinburgh	Theft of laptop from Council location	Limited client information contained	None	Awareness communications and improvements to physical security within office
City of Edinburgh	USB stick lost	Contained limited client information	None	Awareness and senior management communications to remind staff of their responsibilities
City of Edinburgh	USB stick lost in office move	Contained client information	None	Awareness communications to all staff reminding them of their responsibilities. Stopped the use of USB sticks within affected team and store information on network
City of London	11 mobile phones	Contact details of colleagues including telephone numbers and emails	Internal training course for each staff member that lost Blackberry	Upon loss or theft, each phone SIM is wiped remotely
City of London	14 Blackberry devices reported lost or stolen- encrypted and passworded	Contact details of colleagues including telephone numbers and emails	Internal training course for each staff member that lost Blackberry	Upon loss or theft, device is locked remotely and all data wiped

Clackmannanshire	Council encrypted laptop stolen	Administrative machine used for presentations	None	Notified Police, regular communications to staff on data caution
Clackmannanshire	Council encrypted laptop stolen from IT department van (locked)	Technical data on network - no personal data	None	Notified Police, regular communications to staff on data caution
Clackmannanshire	Council encrypted USB stick lost	USB stick owner's CV and presentation for job interview	None	Regular communications to staff on data caution
Clackmannanshire	Council server back up cartridge	Unknown - data overwritten and renamed in error	None	None stated
Clackmannanshire	Encrypted laptop stolen	Beating the Blues', a client mental health self assessment tool	None	Notified Police, new system introduced to make sure equipment secure when room is unoccupied
Clackmannanshire	Internal memory chips taken from Council encrypted laptop	No council data lost; chips not read / write. No personal data	None	Notified Police, regular communications to staff on data caution
Clackmannanshire	Personal data posted to the wrong client	Social work references regarding a young client	None	Consequences of error emphasised; internal procedures reviewed.
Clackmannanshire	USB stick	Presentation slides, no personal data	None	Regular communications to staff on data caution
Clackmannanshire	Wyse Terminal and screen from reception stolen	No data stored	None	Notified Police, regular communications to staff on data caution
Colchester	None	-	-	-
Coleraine	None	-	-	-
Conwy	Council USB stick dropped in car park but returned to Council	Reports on clients	Formal written warning issued	None
Conwy	Paperwork stolen from employee's car (window smashed)	Names & addresses of approximately 10 clients	Informal Warning issued	Reminder issued to workers regarding not keeping information in car as vulnerable to loss/theft and to return rosters to office for shredding each week
Cookstown	None	-	-	-
Copeland	None	-	-	-
Corby	None	-	-	-
Cornwall	Backup tape lost	Service user details	None	Not recorded
Cornwall	Documents lost in post	Service users	Training	Review of postal procedures to use recorded mail. Complaint made by service user

Cornwall	Email addresses of customers visible in group email	Customer details	Training	Complaint made by customer
Cornwall	Email sent in error	Complainant details	None	Complaint made by customer. Advice to Service
Cornwall	Email sent to DCSF in error	Student details	Training	Review of internal procedures
Cornwall	Fax sent to wrong recipient	Service user details	Training	Review of internal procedures
Cornwall	Letter lost in post	Service user details	Training	Review of internal procedures
Cornwall	Letter posted in error	Service user	Training	None
Cornwall	Letter posted in error	Service user	Training	None
Cornwall	Letter posted to wrong recipient	Names and casework details	Training	Review of internal procedures
Cornwall	Letter posted to wrong recipient	Service user details	Training	Review of internal procedures
Cornwall	Letter posted to wrong recipient	Service user details	Training	Review of internal procedures
Cornwall	Letter posted to wrong recipient	Service user details	Training	Review of internal procedures
Cornwall	Letter posted to wrong recipient	Service user details	Training	Review of internal procedures
Cornwall	Letter posted to wrong recipient	Third party data	Training	Review of internal procedures
Cornwall	Letter sent to wrong address	Service users	None	Notified ICO. Advice to service
Cornwall	Loss of camera	Pictures of service users	Training	None
Cornwall	Loss of memory stick	No data lost, device encrypted	None	None
Cornwall	Loss of mobile phone	Not known	Training	None
Cornwall	Loss of mobile phone	Not known	Training	None
Cornwall	Loss of paperwork	Service user	Training	None
Cornwall	Paperwork lost from confidential bins	Service user	Training	Review of security procedures with bin supplier
Cornwall	Personal details left in FOI response	Staff and service user	None	Notified ICO. Advice to service
Cornwall	Personal details left in FOI response	Staff and service user	None	Complaints made by staff. Internal investigation. Notified ICO. Advice to service
Cornwall	TUPE information sent out to tenderers	Details of members of staff pay and conditions of an existing Council supplier	Training	Contacted tenderers and requested they destroy the information

Cotswold	None	-	-	-
Coventry	Laptop stolen	Training material - not sensitive	None	Encrypted laptop
Craigavon	None	-	-	-
Craven	None	-	-	-
Crawley	None	-	-	-
Croydon	NO RESPONSE			
Cumbria	Client hard copy case file stolen from social worker's car	Personal information in relation to the client's case	Warning issued	Procedure for Social Workers removing case files from the office was reviews and re-issued. Police informed of incident, no complaint received
Cumbria	Laptop stolen	No personal data lost	None Stated	None Stated
Cumbria	Laptop stolen	No personal data lost	None Stated	None Stated
Cumbria	Laptop stolen	No personal data lost	None Stated	None Stated
Cumbria	Laptop stolen	No personal data lost	None Stated	None Stated
Dacorum	Laptop Theft	My Documents (mainly used for VPN access - data not stored locally)	None	Advised to contact the Information Commissioner and consider use of software encryption for laptops
Dacorum	Theft of 1 Computer from Adventure Playground	Children enrolled	None	Notified parents of individuals affected and ICO, removed all Computers from playgrounds, locked and disabled any writes to local hard disks. All personal data is now accessed securely and on the Councils Intranet. Network access control applied
Darlington	Letter	Complaint information relating to one service user	None	New Internal Post Procedure put in place
Darlington	Paper File	Day service daily log sheets relating to one service user	None	Procedures reviewed and policies and procedures reviewed with staff
Darlington	Paper File	Adult Social Care information relating to one service user	None	Procedures reviewed and policies and procedures reviewed with staff
Dartford	None	-	-	-
Daventry	None	-	-	-
Denbighshire	None	-	-	-

Derby	Memory stick	Password protected files, names and home addresses of approximately 150 members of staff and service users	Training	Letter sent from Head of Service to those affected informing them of the incident and Council implemented new security measures including encryption on all mobile devices and standard encrypted memory sticks for use in the Council
Derby	Memory stick	No confidential data	None	None
Derby	Rota by care worker for contracted care agency	Information on personal care requirements of some service users. Included names and addresses	Formal Warning Issued	Care Agency formally reminded of obligations to information security and data protection when working with service user personal information
Derbyshire	CPRS staff data	Data relating to staff appointments between Nov 2007 and Sept 2008	None Stated	None Stated
Derbyshire	Laptop sold to member of public	Council and Social Care data	None stated	Member of public informed council and internal audit services removed information
Derbyshire	Staff personal information files stolen	Staff records	None stated	Notified Police
Derbyshire Dales	None	-	-	-
Derry City	None	-	-	-
Devon	20 Blue Badge applications lost at Customer Service Centre	Personal data pursuant to blue badge applications	None	Individuals concerned were informed of loss, and new processes put in place to better record incoming applications
Doncaster	None	-	-	-
Dorset	Electronic files used by contractor in presentation	Recruitment details of 40 individuals	Contractor made responsible for informing individuals of loss	None Stated
Dorset	Paper records sent to wrong applicant	Grounds for school appeal	Data Protection training given	None Stated
Dorset	Paper records sent to wrong foster carer	Foster care review	Data Protection training given	None Stated
Dorset	Paper records stolen from car	Diary, contact details, assessment notes	None	None Stated

Dover	None	-	-	-
Down	Council issued Encrypted, Self-destruct "IRONKEY" USB stick mislaid - location unknown but always carried on officer's person (Jacket pocket). Never used outside Council offices	Copy of Emergency Plan with associated Council Employee names, telephone numbers and email addresses. Individuals phone numbers; email addresses of other statutory emergency organisations	None	None
Dudley	Laptop	Contact details relating to 1 member of staff	None	Notified Police
Dudley	Laptop	Name, Address and Library Card number of 10 people who took part in a library promotion	None	Notified Police, device password protected and cable tied to desk, cable cut
Dudley	Laptop and paper	Case file containing sensitive personal information about a child and Laptop containing reports on children.	Disciplinary Action Pending	Notified police and families of individuals affected and offered an apology. Strict controls in place for taking files out of the office. Encryption of Laptops. Head of Service reviewed procedures with other senior managers and staff reminded of their responsibility with regards to information security
Dudley	Memory Stick	Names, Addresses and tenancy reference number of 99 Council Tenants	None	Device encrypted no risk to clients
Dudley	Paper file lost	Service User social care data in anonymised form	None	Formal report into loss produced. Data was anonymised so no impact on service users
Dudley	Paper file lost	Service User social care data	None	Notified Police, victims visited and advised of loss
Dudley	Paper file lost	Housing Tenancy Data	None	Subject to ICO complaint investigation
Dumfries and Galloway	None	-	-	-
Dundee	None	-	-	-
Dungannon	None	-	-	-
Durham	Camera stolen from Children's centre	Possibly photos of child playing	None Stated	Notified Police

Durham	Envelope containing paper forms lost in internal post	Names of carers	Disciplinary Action Taken	None Stated
Durham	Envelope lost in transit	Highly confidential interview notes on disciplinary case	None	Royal Mail admitted responsibility
Durham	Hard Copy File	Invoices in relation to foster care arrangements	None	File subsequently located
Durham	Package containing paper records lost in post	Personal records of all children in care in local authority, approximately 402 people	None	288 cases not disclosed because seen as too vulnerable; Information Commissioner told and new procedures in place
Durham	USB stick left in street by former social worker	Highly confidential data regarding children in care	None	Incident forwarded to Information Commissioner; new software installed on computer system; data retrieved
Durham	Work Diary	Contact details of service users; colleagues contacts	Pending	Investigation pending - individuals unaware of data breach
Durham	Work mobile phone lost	Contact details	None Stated	None Stated
Ealing	Handbag stolen with work diary	Names and initials of less than 6 individuals with dates of meetings	Reported to Police	Notified those affected
Ealing	Multiple laptops stolen	Name, contact details, dates of birth of 900 individuals	Reported to Police	180 individuals affected were notified, regulator informed, laptop surgery and training programme took place
Ealing	Specialist learning Apple Mac stolen	1 subject's training programme	Reported to Police	Training at Learning Centre and Security review
East Ayrshire	None	-	-	-
East Cambridgeshire	None	-	-	-
East Devon	None	-	-	-
East Dorset	None	-	-	-
East Dunbartonshire	NO RESPONSE			
East Hampshire	None	-	-	-
East Hertfordshire	None	-	-	-

East Lindsey	None	-	-	-
East Lothian	None	-	-	-
East Northamptonshire	None	-	-	-
East Renfrewshire	None	-	-	-
East Riding of Yorkshire	None	-	-	-
East Staffordshire	None	-	-	-
East Sussex	NO RESPONSE			
Eastbourne	3 laptops stolen	One Laptop contained personal data relating to owners of artwork stored	None	Systems encrypted; staff trained
Eastleigh	NO RESPONSE			
Eden	None	-	-	-
Eilean Siar	File left in file cabinet that was disposed of	Personal information relating to a Social Work client	None	Actions were agreed that disposal of all cabinets or receptacles would be checked prior to disposal by 2 officers and all void areas would be searched
Elmbridge	Council pin-protected mobile phone	10 external sports coach's mobile numbers	None	Mobile blocked remotely
Enfield	None	-	-	-
Epping Forest	None			
Epsom and Ewell	None	-	-	-
Erewash	None	-	-	-
Essex	3 Social Care files requested from 3rd party storage lost in post	Sensitive Personal Information relating to 4 individuals including name, address, date of birth and social care record	None	File unable to be traced. Individual Informed. Complaint lodged with delivery firm regarding process
Essex	4 Medical Forms relating to Foster Carers have gone missing in the post sent via recorded delivery	Sensitive Personal Information relating to 4 individuals including name, address, date of birth and social care record	None	File located and delivered successfully. Complaint lodged with delivery firm regarding process

Essex	4 paper childcare files while travelling from office to office	Sensitive Personal Information relating to 4 individuals including name, address, date of birth and social care record	Retraining	Informed Individuals affected. Reminder issued to all staff on Information Handling. Review of file storage at relevant office to prevent reoccurrence.
Essex	6 Adult Social Care paper files reported lost while in transit from 3rd party storage	Sensitive Personal information including the name, address, Date of Birth, Social Care record	Review of contract with courier and process for using courier.	Files found by courier and delivered successfully
Essex	A4 pad lost containing hand written confidential notes relating to review meetings for 6 looked after children	Personal Information relating to 6 individuals (children) including name and generic health references (IE, good health).	Informal Disciplinary action of member of staff concerned. Retraining of staff member in Information Handling	Reminder issued to all staff on Information Handling
Essex	CAF Form lost internally	Sensitive Personal Information relating to 1 individual (child) including name, address, date of birth and medical data	None	Unable to locate. Full review and change to office post procedures and reissuing of guidance to all staff at location
Essex	Care agency worker lost a Social Care paper file	Sensitive Personal Information including containing 86 service users names; addresses and key safe numbers.	Formal Disciplinary against staff member concerned.	Users have been informed and all codes changed. ICO notified and ruled no formal action to be taken on this occasion
Essex	Child Admissions file accessed by parent staff member	Admissions data relating to 1 pupil	Formal Disciplinary action against staff member concerned.	None
Essex	Child Care Court Proceeding papers lost after being sent recorded delivery	Sensitive Personal Information relating to 1 individual (child) including name, address, date of birth and social care record	Complaint made to delivery agent.	File unable to be traced. Complaint lodged with delivery firm regarding process

Essex	Child Social Care case files reported missing from internal filing	Sensitive Personal Information relating to 2 individuals (children) including name, address, date of birth and medical data	None	Staff members responsible for files retrained in filing processes and Information Handling
Essex	Child supervision file lost internally	Sensitive Personal Information relating to 1 individual (child) including name, address, date of birth and medical data	None	File unable to be located. Review of file handling undertaken in team and reissuing of staff guidance to all concerned
Essex	Childcare files found in ECC hire car by member of staff	Sensitive Personal Information relating to 3 individuals (children) including name, address, date of birth and medical data	Informal disciplinary action	Retraining of all staff in team in Information Handling
Essex	Childcare Voucher Agreement missing while in internal post	Personal details including National Insurance number, address, financial information and details of child carer.	None	Form unable to be located in internal post. Both Post Room and HR team retrained in Information Handling.
Essex	Clear plastic wallet of social care papers had been found at the side of the road in Danbury	Sensitive Personal information including the name, address, Date of Birth, Social Care record	Retraining	Review and reissuing of correct Information Handling procedures
Essex	Completed CRB form lost internally	Personal Information relating to 1 member of staff including, name, address, date of birth, CRB form.	None	Incident recorded as part of Service Area review of personnel file process. Procedures changed and on-going review in place
Essex	Completed Criminal Records Bureau form lost internally	Personal Information relating to 1 member of staff including, name, address, date of birth, Criminal Records Bureau form.	None	Service Area conducted review of CRB process
Essex	Encrypted Memory stick lost while out of the office	Anonymised information regarding provision of social care	Retraining	None
Essex	Member of staff accessed and altered their own record on the Library Fines system	Personal Data on 1 individual including name, address, library fines and usage	Formal Disciplinary against staff member concerned	Review of system to enhance audit facilities and help prevent further unauthorised access
Essex	Member of staff accessed and altered their own record on the Library Fines system	Personal Data on 1 individual including name, address, library fines and usage	Formal Disciplinary against staff member concerned	No changes to System as it detected access accordingly. Guidance issued to all staff with access to the database regarding appropriate access to data

Essex	Member of staff accessed Social Care file on family member	Sensitive Personal Information relating to 1 individual including name, address, date of birth and social care record	Formal Disciplinary against staff member concerned. Retraining of staff member in Information Handling	None
Essex	Member of staff allowed a non ECC employee access to personal information	Verbal discussions on around 6 different individuals not including names or addresses	Formal Disciplinary Action	Retraining of all staff in team in Information Handling
Essex	Member of staff discussed social care data with a family member inappropriately	Personal Sensitive Information including service user name and Social Care file	Informal warning and retraining	Team Manager reviewed correct procedures with each member of staff in the team.
Essex	Member of staff has accessed their own file on ECC social care system	Personal Data on individual concerned including name, address and social care reports	Informal Disciplinary Action	Member of staff retrained on correct Access Request process and taken through the correct SAR process to get copies of their own data
Essex	Member of staff has had her bag stolen containing Social Care Paper file on 1 Young Person.	Personal details including Name, Address, Social Care Review & Date of Birth	Retraining of staff member	Notified Police and family of individual affected
Essex	Member of staff looked up a family member on ECC Social Care system	Sensitive Personal Information relating to individual concerned including name, address, date of birth and social care record	Retraining	Reset access permissions to prevent further access and member of staff retrained on correct access process
Essex	Member of staff looked up their own record on ECC Social Care system	Sensitive Personal Information relating to individual concerned including name, address, date of birth and social care record	Informal disciplinary of member of staff concerned	Member of staff retrained on correct Access Request process and taken through the correct SAR process to get copies of their own data
Essex	Member of staff payslip missing while in internal post	Payroll data for 1 month period relating to 1 member of staff	None	1 payslip unable to be located but all others arrived without incident.

Essex	Member of staff payslip missing while in internal post	Payroll data for 1 month period relating to 1 member of staff	None	1 payslip unable to be located but all others arrived without incident. Reminder issued to post room to ensure delivery to each room securely
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Essex	Member of staff's physical paper diary lost while out of the office	Personal information including the names, telephone numbers and addresses of family members for 7 children	Retraining	Diary found in the office
Essex	Paper Childcare confirmation letter missing while in special delivery transit	Sensitive Personal Information concerning 1 child including name, address and medical data (SEN)	None	File unable to be traced, individual informed and review completed of contract with courier and process for using courier
Essex	Paper Fostering Panel Pack sent recorded delivery has been lost in transit by the Royal Mail	Sensitive Personal Information relating to 1 individual including name, address, date of birth and social care record	None	File retrieved and delivered successfully. Complaint lodged with delivery firm regarding process
Essex	Paper referral from a memory clinic lost internally	Sensitive Personal Information relating to 1 individual including name, address & full mental health history	Retraining	Papers found within office. New procedures introduced for team concerned around handling of such files
Essex	Paper register stolen from back of Member of staff member's car	Personal Information relating to 12 members of the public including Address, Name, Phone Number and Email address.	Retraining	Members of public informed of incident and theft police notified of theft

Essex	Paper SEN records stolen from member of staff while out of the office	Sensitive Personal Information relating to 1 Child including name, school address, SEN Statement and internal SEN review notes	Formal Disciplinary against staff member concerned. Training of all staff in team in Information Handling	Notified police and individual affected
Essex	Personal Information on system application packs lost in internal post	Personal Information on 4 staff members including name & date of birth.	Retraining	Internal Post checked and unable to find applications. Process unchanged but guidance issued to all those making applications around Information Handling
Essex	Personal Information stolen from care home by member of staff	Sensitive Personal Information relating to up to 30 individuals including name, address, date of birth and social care record.	None Stated	Notified police, investigation on-going
Essex	Personnel records lost internally	Personal information including the name, address, date of birth, contract, Payroll data	None	Service Area conducted review of personnel file process and changed procedures accordingly
Essex	Personnel records lost internally	Personal information including the name, address, date of birth, contract, Payroll data	None	Incident recorded as part of Service Area review of personnel file process. Procedures changed and on-going review in place
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Essex	Personnel records lost internally	Personal information including the name, address, date of birth, contract, Payroll data	None	Incident recorded as part of Service Area review of personnel file process. Procedures changed and on-going review in place
Essex	Records box containing receipts and completed claim forms lost internally	Personal information including the name, and financial information for 1 member of staff.	None	Review of booking process completed, unable to determine box file location
Essex	Service User Medical files removed by member staff before leaving employment with council	Sensitive Personal Information including name, address, date of birth and medical data	No action taken as individual concerned no longer works for Essex County Council	File retrieved and review of staff procedures for handling data when in service users homes reviewed and altered
Essex	Staff paper notebook lost while outside ECC containing personal information	Sensitive Personal Information relating to 4 individuals including name, address, date of birth, medical social care data	Informal disciplinary action of member of staff concerned	Notified Individuals affected, notified police of loss/theft. Notebook located in local office. Reminder issued to all staff on Information Handling
Essex	Stolen Children's Education Data on Encrypted Laptop	Mathematics data relating to various children (name only)	None Stated	Notified Police, Review of handling process with member of staff.
Essex	Temp worker accessed confidential personal information on a friend of hers and then disclosed this information	Sensitive Personal information including the name, address, Date of Birth, Social Care record	Dismissed	Reminder issued to all Temp staff and more awareness for temps at recruitment stage around Data Protection.
Essex	Temp Worker accessed Social Care data of friends and family	Sensitive Personal information including the name, address, Date of Birth, Social Care record	Dismissed and place on exclusion register	Acceptable use policy reissued to all temp workers
Exeter	None	-	-	-

Falkirk	None	-	-	-
Fareham	None	-	-	-
Fenland	None	-	-	-
Fermanagh	None	-	-	-
Fife	Blackberry Phone	Not specified	Not Stated	Not Stated
Fife	E-token	Not specified	Not Stated	Not Stated
Fife	E-token	Not specified	Not Stated	Not Stated
Fife	4 'Myfife' cards were delivered by post to the wrong addresses	Pupil name, photo, may include date of birth, (Young Scot Cards) and entitlement to free school meals (if scanned)	None	Temporary pass provided to those affected. School notified to ensure that pupils were not able to swipe cards without a visual check from a staff member first. Relevant elected members notified. Manual process reviewed and incident discussed with staff involved to prevent re-occurrence.
Fife	Fuji Camera	Not specified	Not Stated	Not Stated
Fife	Kodak Camera	Not specified	Not Stated	Not Stated
Fife	Mobile Phone	Not specified	Not Stated	Not Stated
Fife	1 Council Blackberry lost	Device was locked and password protected	None	Replacement Blackberry provided
Fife	1 Council mobile phone lost	Unspecified	None	Incident discussed with employee and key security aspects highlighted.
Fife	1 Council unencrypted USB memory stick	Pupil records (names and exam results), generic course work material	None	USB handed in by a member of the public - they accessed the stick to identify owner. Incident discussed with employee who lost data and key security aspects highlighted.
Fife	1 Council unencrypted USB memory stick	No secure data held on device	None	Replacement provided
Fife	1 encrypted USB memory stick	No secure data held on device	None	Replacement provided

Fife	3 e-token for secure Council laptops (different users)	No secure data held on the laptops involved and they were held securely until replacement e-tokens were provided	None	Replacement e-tokens provided, original e-token deactivated (remotely).
Fife	2 boxes of job evaluation appeal forms were lost during an office move	Name, address, job details	None	Employee involved was provided with additional records management training / guidance.
Fife	2 Council Blackberry's lost and then found	Device's were locked and password protected	None	No action required as devices found
Fife	2 employee ID badges lost	Employee name, photo, Service	None	Employees provided with replacement card. Security staff alerted to loss to prevent unauthorised building access by someone else.
Fife	USB memory stick	Not specified	Not Stated	Not Stated
Flintshire	None	-	-	-
Forest Heath	None	-	-	-
Forest of Dean	None	-	-	-
Fylde	None	-	-	-
Gateshead	None	-	-	-
Gedling	None	-	-	-
Glasgow City	Further incidents refused on grounds of Section 38 (1b) of Freedom of Information Act (Scotland)- Personal Information			
Glasgow City	Memory stick lost	Data relating to social work clients	Disciplinary action taken	USB sticks enhanced with added encryption
Glasgow City	Memory stick lost	Data relating to social work clients	Disciplinary action taken	USB sticks enhanced with added encryption
Gloucester	None	-	-	-
Gloucestershire	Case Conference notes left on top of car and driven off	Personal data	Not Stated	Security issues raised with staff
Gloucestershire	Delivery van door swung open - all files recovered with exception of one bag	Not believed to be sensitive or personal data	Not Stated	Van door fixed
Gloucestershire	Floppy disks left in laptop bag	Sensitive data	None	None

Gloucestershire	Loss of data	Not Stated	Not Stated	Not Stated
Gloucestershire	Loss of data	Not Stated	Not Stated	Not Stated
Gloucestershire	Paper file left in dentist office	Client's details	None	File retrieved
Gloucestershire	Paper file left on parking meter in hospital car park	Service user's details	Data protection retraining	Security policy adopted
Gloucestershire	Sensitive data loss	Not Stated	Not Stated	Notified individuals affected
Gosport	None	-	-	-
Gravesham	None	-	-	-
Great Yarmouth	None	-	-	-
Greater London Authority	NO RESPONSE			
Greenwich	Laptop stolen from employee car- encrypted and passworded	Laptop bag contained printed names and addresses of 10 residents	None	Network passwords for user immediately changed, 3G card with laptop cancelled, letter sent to each of the 10 residents affected notifying them of the theft
Guildford	None	-	-	-
Gwynedd	Laptop mislaid	Not Stated	Not Stated	Not Stated
Hackney	Confidential court report faxed in error to incorrect recipient	Confidential court report	None	A council-wide message sent out emphasising the need for the responsible use of faxes and that failure to confirm the destination fax number could result in a confidential document being sent to the wrong person
Hackney	Discs and tapes improperly disposed of, had not been degaussed or made unusable	Not Stated	None Stated	Staff reminded of correct disposal techniques
Hackney	Documents left on shop counter for 10 - 15 minutes	Notes from meeting with client including personal information	None Stated	Document did not appear to have been read; staff member reminded of data security obligations
Hackney	File left on desk, subsequently went missing	Birth Certificates	Not Stated	Notified those affected; guidance on handling original documents issued to staff
Hackney	Folder with personal information left at train station	Not Stated	Not Stated	Information recovered; reminder to all staff not to take papers from office issued

Hackney	Laptop reported missing from storage area in Council Offices	Not Stated	Not Stated	No Information available on outcome
Hackney	Laptop reported missing from storage locker	Not Stated	Not Stated	No information available on outcome
Hackney	Loss of Smartphone	Not Stated	Not Stated	Phone was disabled
Hackney	Loss of USB stick by staff member taking item home	Information on service users	Staff member made to apologise in person	Service user notified
Halton	NO RESPONSE			
Hambleton	None	-	-	-
Hammersmith and Fulham	Desktop stolen	Names, contact details, ethnicity of 538 individuals	None	Reported to ICO
Hammersmith and Fulham	Hard disk stolen	Contact information and emails	None	None Stated
Hammersmith and Fulham	Loss of laptop	Minutes of a meeting including personal data	None	None Stated
Hammersmith and Fulham	Notes lost in mugging	Fewer than 3 names	None	None
Hammersmith and Fulham	Paper files lost	Personal data including health data of approximately 3,500 people	Disciplinary action taken	Information retrieved
Hammersmith and Fulham	Paper lost in transit by waste disposal company	Medical report with limited personal data	None	Reviewed contract with waste company
Hampshire	NO RESPONSE			
Harborough	None	-	-	-
Haringey	Document taken / lost from briefcase	Confidential information relating to a family	Disciplinary Action	Review of what kind of work it is appropriate for employees do when away from the office, what information they should have with them and how this can be done more securely. The Director of the relevant service issued a policy note to all staff covering the handling of confidential information
Harlow	None	-	-	-

Harrogate	None	-	-	-
Harrow	NO RESPONSE			
Hart	None	-	-	-
Hartlepool	Laptop Stolen from Car boot	Small number of case files	Written Warning	Changes to staff procedures
Hastings	None	-	-	-
Havant	Complement slip with personal details on found in stairwell	Personal details and mortgage statement	Informal Warning Issued	None stated
Havering	NO RESPONSE			
Herefordshire	Corporate document found on internet	Unknown	None Stated	Reported to senior manager; training refresher
Herefordshire	Email sent to incorrect recipient	Information relating to children at risk	None Stated	Reported to senior manager; training refresher
Herefordshire	Email sent to incorrect recipients	Staff names, addresses and phone numbers	None Stated	Reported to senior manager; training refresher
Herefordshire	Email sent to incorrect recipients	Child Care Case details	None Stated	Reported to senior manager; training refresher
Herefordshire	Email sent to incorrect recipients	Child's information	None Stated	Reported to senior manager; training refresher
Herefordshire	iPhone personal equipment being used to receive corporate emails	Corporate emails	None Stated	Reported to senior manager; training refresher
Herefordshire	Laptop lost / stolen	Unknown	None Stated	Reported to senior manager; training refresher
Herefordshire	Paper file found on side of road	Names and addresses	None Stated	Notified Police, Royal Mail informed
Herefordshire	Paper File left with parent	Case report	None Stated	Reported to senior manager; training refresher
Herefordshire	Paper files not returned by former staff member	Social Care Case files	None Stated	Reported to senior manager; training refresher
Hertfordshire	A barrister from external chambers had two HCC lever-arch court bundles stolen from car	Material relating to care proceedings	None Stated	Notified police, external investigation
Hertfordshire	An employee from external service-provider lost paperwork	Names, contact details, key-safe information, day centre information, some sensitive information about care processes	None Stated	External service provider changed working practices and various safeguarding procedures were implemented, including changing key-safe numbers

Hertfordshire	County Council laptop stolen	Laptop bag contained hard copy documents relating to one client	None Stated	Informed data subject; advice given to member of staff
Hertfordshire	Data released in error as result of FOI request	Names and addresses of two members of the public	None Stated	Redaction process reviewed and procedural changes implemented
Hertfordshire	Following a burglary, a subcontractor's employee's work bag and non-HCC laptop were stolen	Personal information about young people, carers, and the employee's own CV	None Stated	Investigation carried out. Subcontractor's working practices changed
Hertfordshire	Laptop stolen	Personal details of two employees including NI numbers	None Stated	Notified individuals affected and fraud protection given
Hertfordshire	Letters from HR and Occupational Health addressed to wrong addressee	Data relating to Occupational Health and employment	None Stated	Apology to parties and investigation
Hertfordshire	Lever arch file lost	Consultation meetings held with schools regarding children and attendance issues	None Stated	On-going investigation
Hertfordshire	Paper document bundle sent to the wrong address	Not specified	None Stated	Corresponding with Royal Mail to retrieve item
Hertfordshire	Third party data incorrectly disclosed as part of a Subject Access Request	Names and details of an incident at school	None Stated	Investigation. Advice given to officer involved. Apology to parties involved
Hertfordshire (since January 2010)	Lost Consultation Book	Names, addresses, dates of birth, schools	None Stated	Internal investigation, notified police
Hertsmere	None	-	-	-
High Peak	None	-	-	-
Highland	NO RESPONSE			
Hillingdon	None	-	-	-
Hinckley and Bosworth	None	-	-	-

Horsham	None	-	-	-
Hounslow	None	-	-	-
Huntingdonshire	None	-	-	-
Hyndburn	None	-	-	-
Inverclyde	None	-	-	-
Ipswich	USB stick lost	Names and addresses of Commercial Customers	Verbal Warning Issued	Policy changed; all USB sticks and laptops now encrypted
Isle of Anglesey	None	-	-	-
Isle of Wight	None	-	-	-
Isles of Scilly	None	-	-	-
Islington	NO RESPONSE			
Kensington and Chelsea	Lost documents in the pub	Name, address, date of birth, health reports, income reports, photographs	Final Written Warning Issued	Advice from Data Protection Officer; Customers notified in person; Data Protection and Information Security training; Information Security policies refresher
Kensington and Chelsea	Lost documents on the train	Name, address	None	Advice from Data Protection Officer; Data Protection training refresher
Kensington and Chelsea	Lost documents, misfiled internally	Names, addresses, dates of birth, telephone numbers	None	Advice from Data Protection Officer; Notified those affected
Kensington and Chelsea	Lost paper information, in the post	Name, address	None	Advice from Data Protection Officer
Kent	2010 Diary left on top of car before driving away	Details of appointments with clients	Pending	Incident to be discussed at next staff meeting
Kent	A Joint Assessment was sent to the wrong client	Client's personal data	None Stated	Document retrieved
Kent	Acknowledgement letter sent to client (subject of complaint) instead of complainant	Personal Data	None Stated	Client's representative spoken to, issue resolved

Kent	Allegation that information collected as part of home to school consultation inappropriately shared with council members	Sensitive equalities data	None Stated	None Stated
Kent	Car of social worker broken into	Laptop and diary contained client information	None Stated	ICT disabled laptop; risk assessment carried out and notified Police
Kent	Car stolen with briefcase inside	Client's case file	None Stated	Head of Service liaising with client, Police notified
Kent	Child's report sent to wrong set of parents	Child's medical report	None Stated	Parents asked to return file
Kent	Client's care management hospital file sent to wrong address	Client's personal data	None Stated	Internal investigation
Kent	Client's email sent to NHS with no contact name	Client's personal data	None Stated	None Stated
Kent	Client's individual needs file sent to NHS without contact name	Client's personal data	None Stated	Internal investigation
Kent	Complainant alleges his complaint and contact details were sent to Stagecoach without his consent	Complainant's personal data	None Stated	Referred to ICO
Kent	Complainant alleges that councillor has inappropriate data regarding herself	Personal data	None Stated	Unable to find corroborating evidence
Kent	Complainant made anonymous call to CSS about treatment of three children. Social worker shared her details with family, who have made abusive calls to complainant	Complainant's contact details	None Stated	Social worker told of mistake; training offered and apologies sent

Kent	CSS child protection team faxed information to wrong NHS team as old fax number used	Sensitive personal data about child	None Stated	Training offered to staff members; fax number replaced
Kent	Data sent to Eastern and Coastal PCT using non secure email	List of looked after children	None Stated	NHS colleagues removed from distribution list
Kent	Details of Child Protection Conference sent to complainant	Sensitive personal data	None Stated	Complainant has refused to destroy letter; ICO informed and critical of Kent County Council actions
Kent	Document left unattended with client's relative	Client's personal data	None Stated	Incident dealt with by customer care
Kent	Email containing personal pupil data sent unsecured	Personal data that could identify individuals	None Stated	Apologies sent
Kent	Email plus attachment sent by Learning Disability Team to wrong recipient	Sensitive personal data about client	None Stated	Attachment removed and destroyed by recipient
Kent	Email sent to internal email group in error	Client's personal data	None Stated	Email sent to recipients asking them to delete email
Kent	Email sent to staff member with same name	Sensitive data about client	None Stated	Training offered to staff member
Kent	Email sent to wrong recipient in the ICT Unit.	Attachment contained names of children	None Stated	Email deleted
Kent	Email to complainant included attachment	Information relating to employment and dismissal of staff member	None Stated	Recipient destroyed attachment
Kent	Encrypted laptop missing, presumed stolen	Not yet established	None Stated	Pending
Kent	Encrypted laptop stolen from car of Employment advisor	Encrypted personal data	Pending	Notified police
Kent	Encrypted laptop stolen from employees home	Unspecified	None Stated	Notified Police
Kent	Family Support team member downloaded some photos onto a CD to give to a client	All photos on sender's memory card including her own and other client photos	None Stated	Client returned photos and assured us they had not been shared
Kent	Fax sent to wrong number	Client's personal data	None Stated	Fax sent asking recipient to destroy previous fax

Kent	File sent in response to Subject Access Request contained third person data	List of 30 other children with dates of birth	None Stated	Advised recipient to destroy information
Kent	FOI request acknowledgement email sent to wrong person	Information that would identify another individual	None Stated	Email destroyed by recipient
Kent	FOI request email chain forwarded to wrong address in Kent Probation Service, to one of FOI co-ordinators	Name and email address of FOI applicant and details of request, comments on intentions of applicant	None Stated	Senior solicitor recalled emails, confirmed with Probation Service emails deleted
Kent	Folder left on car roof before driving away	Notes about 5 patients	None Stated	Folder returned by member of the public; reported to Caldicott Guardian and Director and police notified
Kent	Handbag stolen from non - Employee who assisted with activities	Service contact details	None Stated	Notified Police
Kent	Hersden CP School sent unsuccessful application emails copying all other unsuccessful applicants in	Information that would identify individuals	None Stated	School apologised to individuals
Kent	Inappropriate access to Trust client file	Client's personal data	None Stated	Investigation underway
Kent	Inclusion of person's medical records within another's Occupational records	Sensitive personal data	None Stated	Letter of Apology sent
Kent	Incorrect complaint letter shared with Matron at Sheppey Hospital	Information that could identify individual	None Stated	Letter destroyed
Kent	Individual's NHS records found behind desk	Immunisation record and schools attended	None Stated	Individual advised - uncertain why records moved or why they were there
Kent	Information shared with third party	Sensitive personal details	None Stated	Internal investigation
Kent	Information which could identify individuals on Youth Justice Board	Personal information	None Stated	Details removed from website

Kent	Interpreter's home burgled - diary and workbook stolen	Information about forthcoming meetings and language requirements	None Stated	Notified Police, risk assessment carried out
Kent	Kent Care invoice sent to wrong address	Personal data	None Stated	Complaint dealt with by Caldicott Guardian
Kent	Laptop and USB stolen from employee's home	No personal data	None Stated	Head of Service informed, notified police
Kent	Laptop carrier left on car roof	Information about social care contracts	None Stated	Laptop case returned to KCC; awareness email sent out
Kent	Laptop was stolen from employee's car	No personal data	None Stated	Data Security discussed at next team meeting, police notified
Kent	Letter delivered to wrong person	Education details	None Stated	Internal investigation
Kent	Loss of data stick	No personal data	None Stated	None Stated
Kent	Loss of laptop	No personal data	None Stated	None Stated
Kent	Loss of laptop	No personal data	None Stated	None Stated
Kent	Loss of PDA	Limited personal data	None Stated	PDA shut down remotely
Kent	Member of public concerned her email address disclosed to other email recipients	Information that would identify individual	None Stated	Staff trained in use of 'blind copy' function, referred to ICO
Kent	Officer moved contents of folder to external hard drive which he then lost	Names and addresses of correspondents	None Stated	Hard Drive actually USB stick, recovered following day behind box files
Kent	Outreach worker lost stick travelling from one school to another	Personal data of 30 pupils from 16 schools including assessment results	None Stated	Security guidance issued
Kent	Personal laptop stolen from employee's car	Some work data saved contained client details	None Stated	Notified Individuals affected and Police informed
Kent	Public Access computer in Dover infected by malware forwarded personal data onto origin of malware	Personal Data	None Stated	Time frame of vulnerability identified and users logged in at time made aware. Notified ICO
Kent	Pupil register document missing	Names of 14 pupils	None Stated	Register returned to school by member of public

Kent	Records relating to a family prepared for court	Outcome of social care report	None Stated	Investigation to establish how widely documents were distributed
Kent	Referral relating to two children sent to another young person in error	Personal information that could identify individuals	None	Recipient returned information to local office
Kent	Scanned case notes relating to children found on Facebook	Information that would identify individuals	None Stated	Contacted the police; press office informed; Director of Children's Social Services informed
Kent	Schools Personnel Service forwarded email to incorrect individual	Personal data about employee	None Stated	Apologies sent to employee and new procedures set in place
Kent	Signature of member of public not redacted from comments on website	Identity of member of the public	None Stated	New procedures put in in place; comments removed from site
Kent	Social worker inappropriately accessing records and divulging to third party	Not yet established	Pending	Pending
Kent	Social worker left diary in service user's home	Details of visits and names and addresses of service users	None Stated	Head of Service informed
Kent	Social worker left notebook in client's home	Names of clients, details of phone calls	None Stated	Social worker to instigate risk assessment, notified Police
Kent	Social worker lost diary whilst visiting London with young person	Diary relating to 45 young people	Retraining for team	Young people to be notified
Kent	Staff member at Children's Centre altered record referring to her friend on request	Not Stated	Pending	Pending
Kent	Theft of laptop	No personal data	None Stated	Reported to ISG and Head of Service
Kent	Theft of six laptops and digital camera from Six Bell's Children Centre	Personal data on laptops and camera	None Stated	CCTV checked; parents informed and Police notified
Kent	Theft of work bag from Health Visitor's car	Details of children attending a Children's Centre	None Stated	Letter sent to parents explaining situation and Police notified

Kent	3 boxes left in office to be archived were pulped	Not known	None Stated	Report submitted to Director and Caldicott Guardian along with lessons learned
Kent	3 Laptops stolen from Access and Enablement Team	Encrypted data on two laptops; unencrypted on third	None Stated	Staff offered training and Police notified
Kent	Trading Standards Officer left behind notebook and papers at customer's premises	Details of other complainants the officer was investigating	None Stated	Reported to press office, ISG and Internal Audit
Kettering	None	-	-	-
King's Lynn and West Norfolk	None	-	-	-
Kingston upon Hull, City of	A4 Red book received in internal post from anonymous sender	Not Stated	None Stated	Returned to owner
Kingston upon Hull, City of	A4 Sheet lost	Names, addresses and phones numbers of 5 families	None Stated	Contacted staff; team briefing
Kingston upon Hull, City of	Data loss due to wrong address on HR system	Not Stated	None Stated	Address changed on system
Kingston upon Hull, City of	Folder lost	Wedding Notices	None Stated	Folder retrieved; new procedure for taking data out of the office put in place
Kingston upon Hull, City of	Handbag stolen containing work diary	Children's contacts, family details	None Stated	Notified Police, Clients cannot be identified from details
Kingston upon Hull, City of	Lost File	Child care data	None Stated	Filed as information security incident, apologised to individuals affected
Kingston upon Hull, City of	Missing Birth Register	Names and DOBs	None Stated	Internal investigation and new procedures set in place
Kingston upon Hull, City of	Payslips not received	Personal Data relating to salary and tax information	None	Processes checked
Kingston upon Hull, City of	Tenancy Agreement sent to incorrect recipient	Information relating to tenancy	Training for staff member	Recipient asked to return to sender, however has not been retrieved
Kingston upon Hull, City of	USB stick lost in post	Personal Details	None Stated	No more secure USBs used - secure email in use now

Kingston upon Hull, City of	Visiting diary lost	Housing Benefit Customer details of 7 people	None	We chose not to do anything as there were only 7 people's data involved and it would potentially cause more harm than good in advising them of the breach
Kingston upon Hull, City of	Wage Slips lost	Personal Data relating to salary and tax information	None	Information Manager told; internal review
Kingston upon Thames	None	-	-	-
Kirklees	Fax sent to incorrect recipient	Name, address, date of birth and phone number	None	Fax Machine reprogrammed to ensure cannot occur again
Kirklees	Paper file lost	Social services file, personal data	None	Informed individuals affected, original file not lost so data retained
Kirklees	Paper file stolen	Health needs; names, dates and addresses, dates of health meetings of 24 people	None	Notified individuals affected, thief caught but could not remember where data is, staff retrained, review of data processes, case for staff to have internet phones put forward
Knowsley	NO RESPONSE			
Lambeth	10 laptops lost or stolen in 2009	Encrypted hard drive	None Stated	None Stated
Lambeth	10 laptops lost or stolen in 2010	Encrypted hard drive	None Stated	None Stated
Lambeth	2 laptops lost or stolen in 2008	Encrypted hard drive	None Stated	None Stated
Lambeth	2 laptops lost or stolen in 2011	Encrypted hard drive	None Stated	None Stated
Lambeth	Bag of occupational therapist stolen	Assessment notes relating to 3 social care clients	None Stated	None Stated
Lambeth	Former employee wrongly sent P-46 relating to 3 other employees	Employment and tax information	None Stated	Notified individuals affected
Lambeth	Laptop bag stolen	Encrypted hard drive; details of child's education and parent's phone number	None Stated	Child's mother notified
Lancashire	Encrypted laptop found at Leyland House along with encryption ID and password	Unspecified small amounts of data	None Stated	None Stated
Lancashire	Form sent to wrong address	Service user name and address	None Stated	Apology sent to service user

Lancashire	Home Library Service route folder left on the roof of a car by a volunteer	Names, addresses, partial date of birth and telephone numbers of service users	None Stated	Folder returned by passer-by the next day; Removal of sensitive information from route folders; review of process for giving volunteers the information they need
Lancashire	Laptop left on train	None- encrypted laptop	None Stated	None Stated
Lancashire	Laptop left on train	None- encrypted laptop	None Stated	None Stated
Lancashire	Letter found on the floor outside office	Child's special needs assessment	None Stated	None Stated
Lancashire	Letter sent out to the wrong address and letter sent to GP with wrong service user's address	Incorrect address information	None Stated	None Stated
Lancashire	Letter sent to wrong address	Unspecified	None Stated	None Stated
Lancashire	Letter sent to wrong address	Unspecified	None Stated	None Stated
Lancashire	Letter to service user's parents sent to wrong address	Incorrect address information	None Stated	None Stated
Lancashire	Minutes of service user's review sent to parents along with review of another service user	Sensitive personal information	None Stated	None Stated
Lancashire	Minutes sent to service user along with an unrelated report of another service user	Sensitive personal information	None Stated	None Stated
Lancashire	Minutes sent to service user along with minutes of another service user	Child's personal information	None Stated	None Stated
Lancashire	Minutes sent to wrong address	Unspecified	None Stated	System updated with correct address
Lancashire	Minutes sent to wrong address	Highly sensitive personal information	None Stated	None Stated
Lancashire	Misdirected email	Sensitive personal information	None Stated	None Stated
Lancashire	Notebook left in Council's pool car	Draft minutes from disciplinary meetings; personal details	None Stated	Instructions about taking sensitive information out of the office have been issued; staff instructed to complete information Assurance refresher

Lancashire	Page from Child Protection Report found outside office door	Child's name	None Stated	None Stated
Lancashire	Pension statement sent out containing details of other employees	Employee personal information	None Stated	Apology sent to affected employee; Review of software used to generate statements
Lancashire	Response to subject access request contained details of other service users and volunteers	Names and identification number of service users, names of volunteers	None Stated	None Stated
Lancashire	Service user received notes of another service user	Child's personal information	Staff Questioned	None Stated
Lancaster	None	-	-	-
Larne	None	-	-	-
Leeds	Hard copy file lost	Personnel file	None	Investigation concluded that file had been misplaced in error, security processes improved
Leeds	Letter sent to incorrect address	Child Protection Information relating to a family	None	Notified individual affected, new procedures developed to send such letters by special delivery
Leeds	Paper files lost	Social Care records	None	Notified individual affected
Leeds	PDA lost	Unknown	None	PDAs have security settings deployed on them which require a password
Leeds	PDA lost	Contact names and telephone numbers; work related emails covering previous 3 days	None	PDAs have security settings deployed on them which require a password. The PDA was disabled the following day after the device was lost
Leeds	USB stick lost	Social Care records for 1 family	University placement terminated	Notified individuals affected, all memory sticks now encrypted
Leeds	USB stick lost in car	Early years children's records	None	Notified families of individuals affected, all memory sticks now encrypted, data retrieved
Leicester	5 Paper Files miss-located, found to have been sent incorrectly for destruction	Staff personnel data	None Stated	Procedural review within department concerned

Leicester	Digital camera stolen from arts site	Photos - not annotated with names or any other identifier, of 25 service users	Not Stated	Notified Police, Public access site
Leicester	Digital camera stolen from Sure Start site	Photos - not annotated with names or any other identifier, of 25 service users	Not Stated	Notified Police, public access site
Leicester	Digital camera stolen from Sure Start site	Photos - not annotated with names or any other identifier, of 20 service users	None Stated	Notified Police
Leicester	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	None Stated	Notified Police, Public access site
Leicester	Files Accidentally shredded	25 Archived personnel files	None	Receipt procedures at Corporate Archive changed to lessen risk of repeat
Leicester	Filofax stolen in bag theft from staff on way to a meeting	Contact details and latest meeting notes of 2 service users	None Stated	Notified Police
Leicester	Incorrect despatch of paper files data due to us of incorrect distribution list	Personnel data of 11 service users	None	Incorrect recipients reported receipt, papers recovered, all concerned received apology. Service area updated processes and instituted a double check procedure
Leicester	Incorrect disposal of bags of waste by new cleaning operatives	Various unconnected items of personal data relating to 20 service users	None	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.
Leicester	Laptop stolen in overnight break-in at a corporate site	Staff appraisals	None	Notified Police, fully encrypted hard-drive
Leicester	Meals on Wheels Route Card Lost on rounds	Access notes and addresses to facilitate delivery to 19 service users	None Stated	Notified Police, countermeasure plan instigated, service users informed
Leicester	Paper documents lost in inclement weather in transit to a meeting	Personal data of 3 service users	Not Stated	Notified Police, extensive searches undertaken and. Service area has reviewed and improved procedures
Leicester	Paper file in bag theft from staff on way to a meeting	Personal data of 1 service user	Not Stated	Notified Police, Papers recovered with bag (less purse and mobile phone) shortly after theft

Leicester	Paper file lost in transit to a meeting	Meeting notes of 1 service user	Verbal Warning Issued	Papers recovered and secured almost immediately after loss
Leicester	Paper file lost in transit to archives	Personnel file of a former staff member	None	Closed file mislaid on way to archive, recovered shortly afterward
Leicester	Papers lost in transit to a meeting	Personal data of 2 service users	Verbal Warning Issued	Internal investigation found procedures not followed
Leicester	USB Memory stick Back up device mislaid by staff	Mixed personal data including access codes to 2000 service users key safes	Three Verbal Warnings and Final Written Warning Issued	Major countermeasure plan instigated to change all 2000 key safes, inform all users and Next of Kin. Police and ICO informed
Leicester	USB Stick Loss on site	Various personal details of 54 service users	Written Warning Issued	Notified ICO, full countermeasure plan implemented to protect affected service users. Undertaking to ICO signed by CEO
Leicestershire	A Children's Social Worker's house broken into, brief case was stolen.	Diary; case notes; court documents	Pending	Pending
Leicestershire	A CYPs -Key FIP worker's laptop was taken from the boot of her car	Believed to be non personal	None	Police Notified
Leicestershire	A Disability living allowance claim form was incorrectly addressed and posted to the wrong person.	Personal information	None	ICO informed - decided no need to take matter further
Leicestershire	A key stroke logger device found attached to a PC at a library	One personal conversation	Not Recorded	None Stated
Leicestershire	Another Local Authority who purchased 3 servers from e-bay, that was sold by a third party who should dispose of Council PCs securely, contained Council information	Council Sensitive information	None	Contract with third party terminated
Leicestershire	Computer stolen	Student data	Not Recorded	None Stated

Leicestershire	Customer received a copy of another customer's birth certificate with new bus pass	Personal Data	None	Customers informed; staff given DPA training
Leicestershire	Internal personnel files have been lost / misplaced.	Personal data	None	None Stated
Leicestershire	Laptop stolen from back of car	Laptop was encrypted	Not Recorded	Police Notified
Leicestershire	Laptop Stolen from house	Case recording documents - not a large number	Not Recorded	None Stated
Leicestershire	Laptop stolen from office	Possibly children's information	Not Recorded	None Stated
Leicestershire	Loss of PDA device	Phone was encrypted	Not Recorded	None Stated
Leicestershire	MDA Smartphone stolen	Telephone contacts	Not Recorded	Wiped remotely by ICT Services
Leicestershire	Paper case file lost by staff member	Name, address, school, care status of children	Disciplinary Action	None Stated
Leicestershire	PDA stolen	Calendar info and some emails	Not Recorded	Police Notified
Leicestershire	Potential LCC data on non LCC laptop	A letter	None	Letter referring to child deleted; training programme to begin
Leicestershire	Theft of folder from car	Car lease application containing addresses, payroll number, NI number	Not Recorded	Police Notified
Leicestershire	Two memory sticks were found in the staff car park	Personal information	Not Recorded	None Stated
Leicestershire	Unauthorised release of personal information connected with child safeguarding concerns	See cause of loss	None	Reported to Police
Lewes	None	-	-	-
Lewisham	Refused on grounds of Section 32 of FOIA (information contained in court transcripts)			
Lichfield	None	-	-	-
Limavady	None	-	-	-
Lincoln	None	-	-	-
Lincolnshire	Electronic records deleted	Case progress records	None	None Stated

Lincolnshire	E-mail content lost due to software fault	Storage data	None	None Stated
Lincolnshire	Letter sent to wrong client	Another service user's records	None	Notified individual affected
Lincolnshire	Paper diary lost in transit	Diary entries relating to service users	None	None Stated
Lincolnshire	Paper file and phone theft	Service User record	None	None Stated
Lincolnshire	Paper file theft	Service User record	None	None Stated
Lincolnshire	Paper files theft	Service User record	None	None Stated
Lincolnshire	Paper letter	Another service user's records	None	None Stated
Lincolnshire	Paper records lost	Staff Supervision Records	None	None Stated
Lincolnshire	Paper records lost	Service User record	None	None Stated
Lincolnshire	Paper records lost in transit	Service User record	None	Notified individual affected
Lincolnshire	Paper records misplaced in office	Service User record	Pending	Pending
Lincolnshire	Paper records misplaced in office	Service User record	Pending	Pending
Lisburn	None	-	-	-
Liverpool	Personal files lost in sewer flooding	Personal data	None	Scanning of historical files to prevent repetition
Liverpool	USB lost by social worker	11 service users of nursing homes	Disciplinary Action taken	Notified ICO
Luton	Bag stolen	Papers with sensitive personal information of customers	None Stated	Notified ICO
Luton	Laptop Stolen	Not specified	None Stated	Laptop had recently been rebuilt with encryption programme installed
Luton	Loss of computer equipment	Not specified	None Stated	Incident reported in local press
Luton	Memory stick confiscated - user was working on this rather than secure remote server solution	Sensitive personal data	None Stated	Notified head of service and IT
Luton	Memory stick lost	Personal data in password protected area	None Stated	None because device was under complex password
Luton	Memory Stick lost	No personal or confidential information	None Stated	Device was encrypted

Luton	Memory Stick lost	Not specified	None Stated	Encryption applied so no need to report to ICO
Luton	Memory stick lost - unable to determine location of 60 sticks	Employment data	Pending	Reported to ICO after discovering that 400 out of 800 sticks in possession of the council could not be traced
Luton	Theft of Laptop	Council data	None Stated	SMT to decide to inform police; Encrypted and laptop wiped
Luton	Theft of Laptop from employees desk	No personal or confidential information	None Stated	Thief unable to log in
Luton	Theft of PDA	No personal or confidential information	None Stated	"Kill Pill" sent to PDA
Magherafelt	None	-	-	-
Maidstone	Individual Case file lost at Magistrates Court	Information relating to individual customers' council tax arrears	Formal Warning Issued	Formal investigation, procedure revised in order to log files taken and returned from court
Maldon	None	-	-	-
Malvern Hills	None	-	-	-
Manchester	Bag stolen	Diary listing dates and times of appointments to named residents including their addresses	None	Notified police and individuals affected, Information Security training updated to include reference to this incident and advice on minimising the risk of personal data loss in similar circumstances, recognising that the nature of social work means that carrying paper records outside the office cannot be eliminated completely
Manchester	2 laptops stolen	Personal information relating to 1,754 school-based employees including name, home address and NI number	None	Notified ICO, employees affected offered one year free subscription with a credit reference agency to ensure that data was not misused, covered by the media; Council laptops are now encrypted and personal data may only exceptionally be downloaded onto encrypted laptops with specific permission of a relevant manager
Mansfield	None	-	-	-
Medway	Employee data inadvertently sent to internal and external sources	Personal data	None	Advice sought from data protection officer

Medway	File lost within council building	Personal data	None	Notified Police, review of policy and practice for storage of information
Medway	Laptop stolen from employee's vehicle	Sensitive personal data	None Stated	Notified police, laptop disabled, and working methods reviewed
Medway	School admissions appeals pack sent to panel member at wrong address	Personal data of children and parents and supporting case papers	None	Notified parents of students affected
Medway	Youth club membership file lost	Young People's contact details	None	New Procedures in security policy
Melton	None	-	-	-
Mendip	None	-	-	-
Merthyr Tydfil	Council laptop left in a Council vehicle overnight	Council residents names and addresses	None Stated	HR investigated the incident, change in procedure and laptop encryption software implemented
Merthyr Tydfil	Council laptop left in a vehicle overnight	Council residents names, addresses and telephone numbers	None Stated	HR investigated the incident, further Information Security training implemented for Council staff. Laptop encryption software implemented
Merton	NO RESPONSE			
Mid Devon	None	-	-	-
Mid Suffolk	None	-	-	-
Mid Sussex	None	-	-	-
Middlesbrough	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
Middlesbrough	Council USB stick left/lost in internet cafe	Council Employee names and email addresses	Final written warning issued	None Stated
Midlothian	6 Cases of data loss	Unspecified	None Stated	None Stated
Milton Keynes	None	-	-	-
Mole Valley	None	-	-	-
Monmouthshire	None	-	-	-
Moray	None	-	-	-
Moyle	None	-	-	-

Neath Port Talbot	USB Stick Lost	Education Records	Disciplinary Action taken	Information Security Policy and encryption of USB Memory Sticks and Laptops
New Forest	None	-	-	-
Newark and Sherwood	None	-	-	-
Newcastle upon Tyne	Credit card file posted on unsecure website	Credit card details	Disciplinary Action taken	Revised card handling procedure
Newcastle upon Tyne	Data relating to children in care lost by Buckinghamshire Council but children affected were in the care of Newcastle City council	Data relating to children in care	None	All staff reminded of data caution, ICO reprimanded Buckinghamshire
Newcastle upon Tyne	Keycodes left in street	Access to key to resident's home used by social worker for access	Disciplinary Action taken	All codes changed and additional clauses related to data handling included in contracts, contractors were reminded of council security guidelines
Newcastle upon Tyne	Laptop not wiped before being reused by child under person education allowance	Master list of all other computers involved on scheme	Staff reprimanded	Machine wiped
Newcastle upon Tyne	Rental agreements of third party printed on reverse side of rental agreement due to printer error	Rental agreement of 1000 third party individuals	None	Adjustment to print file checking
Newcastle upon Tyne	Stapling error caused third party report attached to back of intended recipient's	Assessment report	None	Processes revised
Newcastle-under-Lyme	None	-	-	-
Newham	Accidental disclosure of data about a third party	Not Stated	None	New processes implemented
Newham	Email addresses disclosed	Email addresses	None in response to complaint received	Training in awareness and publicity

Newham	One file lost from cabinet when moving premises	Council data	None because impossible to tell which member of staff was responsible	Training in awareness and publicity
Newham	Paper file left on the train	Not Stated	None	Review controls and staff governance
Newham	Staff error when responding to a request for information	Not Stated	Disciplinary action taken	Process changed
Newham	Theft of encrypted laptop from boot of car	Not Stated	None	Training in awareness and publicity
Newham	Theft of information and subsequent disclosure	Council data	Disciplinary action against staff member; Criminal proceedings against former member of staff	Training in awareness and publicity
Newport	None (though only dates from Feb 2009)	-	-	-
Newry and Mourne	None	-	-	-
Newtownabbey	None	-	-	-
Norfolk	None	-	-	-
North Ayrshire	None	-	-	-
North Devon	None	-	-	-
North Dorset	None	-	-	-
North Down	None	-	-	-
North East Derbyshire	None	-	-	-
North East Lincolnshire	None	-	-	-

North Hertfordshire	None	-	-	-
North Kesteven	None	-	-	-
North Lanarkshire	None	-	-	-
North Lincolnshire	None	-	-	-
North Norfolk	None	-	-	-
North Somerset	Accidental disclosure of case conference minutes	Child protection case conference minutes	None	Notified police, action to effect immediate recovery of the minutes was taken, legal injunction obtained preventing disclosure of information, Audit report produced recommending actions to prevent such actions occurring again
North Somerset	Confidential information found by council contractor outside council office	Six shorthand notebooks relate to child protection conferences and four A4 spiral pads containing longhand notes of child protection conferences	Pending	Information found by council contractor and passed to local police, who passed the information back to the council, incident currently under investigation
North Somerset	Confidential waste outside council office	Confidential waste placed in rubbish sacks and left outside building	None	Documents removed by council officer and correctly disposed of, advice given to staff on procedures
North Somerset	Email to NHS sent to incorrect recipient	Copies of serious social care case reviews	Disciplinary action taken	Notified ICO, internal corporate investigation conducted, external investigation conducted by ICO, council-wide update on information security training; review of use of email to share sensitive personal data
North Somerset	4 laptops stolen from school	Three laptops only had educational software/games installed. One contained plans, letters, names and dates of birth and reports on children	None	Headteacher was visited by members of the council's Audit, Risk and Information Section, advice provided about consequences of loss of personal data
North Somerset	Laptop stolen during break in at office	Data related to parks and trees	None	Laptop encrypted
North Somerset	Laptop stolen from home of employee	Highways data	None	Laptop encrypted
North Somerset	Laptop stolen from nursery	Unknown	None	Laptop encrypted
North Somerset	Letter sent to incorrect address	Child protection concerns	None	Issue raised with management

North Somerset	Loss of laptop from desk in council office	No sensitive data held on device	None	Age of laptop assessed and recent network activity considered, Officer confirmed laptop not used for current information, memory stick used and this was still accounted for
North Somerset	Lost USB stick	Data relating to head teachers and personal pictures	None	Memory stick found and returned to user
North Somerset	Missing application for Diamond Travel card	Diamond travel card application	None	Risk added to the Information Governance and Data Security section of the Corporate Operation Risk Register
North Somerset	Missing portable drive	Contained photos of planning development work for Development and Environmental contractor	None	Search undertaken
North Somerset	Phishing attack, unauthorised access gained to email account	Potential access to email addresses and information about complaints for up to 5 individuals	None	Email account reviewed, password changed and rules disabled, email sent to spammer email address warning not to use council information, Reviewed emails that came in during that period (initial risk assessment), contacted individuals affected, led to review of disciplinary actions taken against officers involved in information security incidents
North Somerset	Printed email found on street	Email did not contain any sensitive data	None	Site visit made to Facilities Management in Town Hall and then to external areas; no further records found, explanatory email sent, the importance of security and sealing of waste sacks restated to the removal team
North Somerset	2 laptops reported missing	Manager state laptops have no personal data on them	None	Laptop currently in use was a team laptop and was encrypted, other laptop not encrypted but was 10 years old, last action in 2005 and noted as not found and decommissioned in April 2010
North Tyneside	Fax sent to incorrect recipient	Personal data	None	Fax destroyed by recipient
North Tyneside	Information card stolen	Contact details	None	Notified individuals affected
North Tyneside	Letter left in file for pick up	Personal data	None	Notified individual affected, recipient destroyed letter
North Tyneside	Letter sent to incorrect recipient	Personal data	None	Notified recipient and letter destroyed

North Tyneside	Paper files disposed of insecurely	Personal data	None	Papers located and destroyed
North Tyneside	Paper files disposed of insecurely	Personal data	None	Papers retrieved and destroyed
North Tyneside	Paper files disposed of insecurely	Personal data	None	Papers retrieved and destroyed
North Tyneside	Paper forms left on train	Contact details	None	Notified individuals affected, papers returned by train company
North Tyneside	Unencrypted memory stick lost	Personal data	None stated	Loss reported. Data in probability deleted from stick
North Warwickshire	None	-	-	-
North West Leicestershire	None	-	-	-
North Yorkshire	Blackberry Lost	Contact data	No data lost	Notified ICO
North Yorkshire	Child protection information sent to wrong recipient	Child protection information	Not stated	Information retrieved
North Yorkshire	Claim form sent to incorrect recipient	Claim form	Not stated	Service area informed
North Yorkshire	Client information posted on Facebook from home PC	Details of sickness and deaths	Not stated	Updates made to council policy
North Yorkshire	Email contained details of an FOI applicant disclosed to third party	Name, telephone number, email address	Not stated	Service area informed of incident
North Yorkshire	Email sent to incorrect recipient	Care assessment	Not stated	Council policy reviewed and staff reminded of confidentiality
North Yorkshire	Email sent to members of public without BCC	Email addresses	Not stated	Staff reminded of BCC function
North Yorkshire	Email sent to wrong recipient	Dates and reasons for sickness absence	Not stated	Procedure revised
North Yorkshire	Email sent without using BCC function	Email addresses of approximately 1,550 individuals	Not stated	Message sent to all employees reminding them of BCC function
North Yorkshire	Employee access two records in Children's' Social Care record	Children's social care information	Not stated	Training
North Yorkshire	Employee mistakenly sent information to another person's private email	Details of looked after children	Not stated	Measures taken to increase staff awareness

North Yorkshire	Employee reference number printed on outside of envelope	Employee reference number	Not stated	Not stated
North Yorkshire	File lost	Ownership of independent care home data	Not stated	Process of removing information from office revised
North Yorkshire	Form mislaid	School admissions form	Not stated	Parent informed
North Yorkshire	Freedom of Information Request Acknowledgement sent to wrong recipient	Name, address	Not stated	System abandoned
North Yorkshire	Identity of complainant revealed by third party to subject of complaint	Identity of complainant	Not stated	Investigated and third party reminded of need to be confidential
North Yorkshire	Information emailed to incorrect customer	Personal data	Not stated	Staff reminded of the importance of data quality
North Yorkshire	Information given to individual by the same name	Date of birth, address	Not stated	Service area informed
North Yorkshire	Information posted to customer, included information relating to another customer	Name, address, date of birth, social care needs and name and phone number of caller	Not stated	Staff reminded of data obligations
North Yorkshire	Information posted to incorrect recipient with the same name	Social care review notes	Not stated	Not Stated
North Yorkshire	Information related to member of pension fund was provided to employee who wanted to request a reference from him	Telephone number	Not stated	Staff reminded of data protection
North Yorkshire	Information relating to another customer was sent to a customer with the wrong information	Blue Badge renewal information	Not stated	Staff reminded of the importance of information security
North Yorkshire	Information sent to a customer relating to another customer	Blue Badge notification	Not stated	Staff reminded of need for vigilance
North Yorkshire	Information sent to customer contained details of another person	Personal budget plan	Not stated	Information retrieved

North Yorkshire	Information sent to parents contained information about other peoples' children	Child protection information	Not stated	Data retrieved, IT problem investigated
North Yorkshire	Information sent to wrong address	Minutes of meeting	Not stated	Service area informed, information retrieved
North Yorkshire	Information sent to wrong family	CAF Form	Not stated	Requested destruction of information
North Yorkshire	Information sent to wrong organisation	Children's' names, dates of birth and addresses	Not stated	Investigated and guidance produced for staff
North Yorkshire	Laptop Stolen- Encrypted	Business data	Under consideration	Notified ICO
North Yorkshire	Letter sent to incorrect address	Outcomes of a meeting	Not stated	Staff reminded of importance of double checking information
North Yorkshire	Member of the public found folder	Contained minutes of Safeguarding meeting	Not stated	Information retrieved
North Yorkshire	Memory Stick lost- no encryption	Personal and sensitive information	None Stated	Notified ICO, stick recovered, no data lost
North Yorkshire	Paperwork lost	Personal and sensitive information	None Stated	Notified ICO, paperwork recovered, no data lost
North Yorkshire	Police report given to individual against whom complaint was made	Identity of complainant	Not stated	Investigated internally and discussed at manager's meeting
North Yorkshire	Portable PC lost- encrypted, no data lost	Personal and sensitive information	PC Recovered, no data lost, not stated if reported to ICO	None Stated
North Yorkshire	Portable PC stolen- no encryption	Business data, no personal information	None Stated	Notified ICO
North Yorkshire	Portable PC Stolen- no encryption	No personal data	No data lost	None Stated
North Yorkshire	Referral for benefits sent to wrong recipient	Name and address	Not stated	Investigated and problem rectified
North Yorkshire	Referral form was thought to be blank, contained client details when sent to third party	Referral details	Not stated	Requested deletion, staff reminded to delete old information

North Yorkshire	Ring binder lost	Tax penalty data	Not stated	Processes changed so tax information will not be taken off premises in the future
North Yorkshire	The name of a parent was published in the council's publication on council spending over £500	Name and payment amount	Not stated	Investigated and procedures tightened
North Yorkshire	Third party information sent to customer in response to subject access request	Direct payment information relating to 41 records	Not stated	Investigated and internal audit into subject access requests. Council is currently negotiating with the complainant regarding getting access to the document
North Yorkshire	Two forms sent to wrong recipients	Direct debit forms with account details	Not stated	Notified affected individuals and data retrieved
North Yorkshire	Young Persons' membership of care team disclosed via third party	Young Persons Membership of care team	Not stated	Notified affected individuals and service area informed of duty of confidentiality
Northampton	None	-	-	-
Northamptonshire	30 paper envelopes containing confidential pupil records were sent to NCC by Unity College instead of archives	Confidential pupil care records	Not Stated	Not Stated
Northamptonshire	A message left at Forum Contact centre for an individual to call back a YP. Message give to wrong individual with the same name	Not Stated	Not Stated	Not Stated
Northamptonshire	A number of e-mails containing personal data were sent to St Gregory's school instead of Queen Eleanor school	Personal data	Not Stated	Not Stated
Northamptonshire	Allegation mailroom staff opened payslips	Salary data	Not Stated	Not Stated

Northamptonshire	As part of "Slim your Bin @ Home campaign", personal details were collected by NCC staff which were then passed on to 3rd party companies who contacted an individual regarding marketing	Personal details	Not Stated	Not Stated
Northamptonshire	Care Proceeding Papers missing whilst delivering between two DX addresses	Care Proceedings data	Not Stated	Not Stated
Northamptonshire	Caseworker contacting school without parents permission	Not Stated	Not Stated	Not Stated
Northamptonshire	Completed contact assessment of different patient emailed to GP	Not Stated	Not Stated	Not Stated
Northamptonshire	Concerns with personal data stored & accessible via the Council's Vendor Search application on NCC Intranet	Not Stated	Not Stated	Not Stated
Northamptonshire	Confidential Management Report incorrectly disclosed	Management Information	Not Stated	Not Stated
Northamptonshire	Confidential NCC files found in post office in open basket	Not Stated	Not Stated	Not Stated
Northamptonshire	Confidential report shared with incorrect recipients	Not Stated	Not Stated	Not Stated
Northamptonshire	Confidential report stolen along with work briefcase	Not Stated	Not Stated	Not Stated
Northamptonshire	CRB Forms missing from HR	CRB information	Not Stated	Not Stated
Northamptonshire	Daneshole Library missing personal letters	Personal information	Not Stated	Not Stated
Northamptonshire	Details of Maidwell School governors passed to wrong school	Details of school governors	Not Stated	Not Stated

Northamptonshire	Email containing personal details about a complaint was accidentally copied to another customer.	Not Stated	Not Stated	Not Stated
Northamptonshire	E-mails containing sensitive personal data in relation to corporate complaint sent to wrong e-mail address	Sensitive Personal Data	Not Stated	Not Stated
Northamptonshire	Employee contacted by finance company who said contact details were disclosed by another NCC employee	Contact data	Not Stated	Not Stated
Northamptonshire	Incorrect customer files retrieved and disclosed...admin error not correctly identifying client correctly - two identical names on system	Customer data	Not Stated	Not Stated
Northamptonshire	Individual sent school pupil data by non secure route to DCSF	Not Stated	Not Stated	Not Stated
Northamptonshire	Laptop Stolen	Not Stated	Not Stated	Not Stated
Northamptonshire	Laptop Stolen	Not Stated	Not Stated	Not Stated
Northamptonshire	Laptop Stolen from home	Not Stated	Not Stated	Not Stated
Northamptonshire	Library Broken into and laptop stolen	Not Stated	Not Stated	Not Stated
Northamptonshire	Library missing personal letters	Person information	Not Stated	Not Stated
Northamptonshire	Lost memory stick with personal social care data on	Not Stated	Not Stated	Not Stated
Northamptonshire	Memory Stick Lost	Not Stated	Not Stated	Not Stated
Northamptonshire	Memory Stick stolen from home care provider organisation	Not Stated	Not Stated	Not Stated

Northamptonshire	Memory stick stolen with car, had class list and dates of birth. Formatted for specialist report software, can only be opened by someone with report assist 2008	Not Stated	Not Stated	Not Stated
Northamptonshire	Memory Stick was found in County Hall premises car park	Not Stated	Not Stated	Not Stated
Northamptonshire	Mislaid social care disabilities file	Not Stated	Not Stated	Not Stated
Northamptonshire	Missing Social Care Files	Not Stated	Not Stated	Not Stated
Northamptonshire	Misuse of 'All Heads' mail group via Gateway inbox	Not Stated	Not Stated	Not Stated
Northamptonshire	Misuse of group 'Legal' mailbox - sending personal details	Personal Details	Not Stated	Not Stated
Northamptonshire	Misuse of group 'Legal' mailbox - sending personal details	Personal Details	Not Stated	Not Stated
Northamptonshire	Misuse of private email addresses - should have used bcc option	Private email addresses	Not Stated	Not Stated
Northamptonshire	Personal data emailed rather than sent via designated secure portal	Personal Data	Not Stated	Not Stated
Northamptonshire	Personal Documents returned to wrong data subject	Personal data	Not Stated	Not Stated
Northamptonshire	Personal laptop stolen from break-in at home containing personal student data	Personal student data	Not Stated	Not Stated
Northamptonshire	Received letter from CYPS to parent of child, along with a 50 page dossier for different child	Child's personal data	Not Stated	Not Stated
Northamptonshire	Schools lost/then found data stick containing personal data	Personal Data	Not Stated	Not Stated

Northamptonshire	Screenshot containing personal details sent to DCSF	Not Stated	Not Stated	Not Stated
Northamptonshire	Sent email to wrong internal recipient	Not Stated	Not Stated	Not Stated
Northamptonshire	Sent email to wrong internal recipient	Not Stated	Not Stated	Not Stated
Northamptonshire	Strange Emails received	Not Stated	Not Stated	Not Stated
Northamptonshire	Theft of Laptop	Not Stated	Not Stated	Not Stated
Northamptonshire	Wrong response was sent to wrong requestor	Not Stated	Not Stated	Not Stated
Northumberland	4 Cases unspecified, Refused on the grounds of Section 22 of the FOIA (Future publication)			
Norwich	Council Blackberry left in hotel	General emails and phonebook contacts	None	SIM disabled immediately when reported
Norwich	Memory stick lost in office move	Data over 7 years old consisting of names, addresses and registration numbers of abandoned cars	None	Global communication issued to staff to remind them to take care of data on any portable media – already in security policy
Nottingham	None	-	-	-
Nottinghamshire	None	-	-	-
Nuneaton and Bedworth	None	-	-	-
Oadby and Wigston	NO RESPONSE			
Oldham	Loss of social worker's diary whilst on visit	Appointment details and brief meeting notes	None	Staff reminded of data security precautions
Omagh	None	-	-	-
Orkney Islands	None	-	-	-
Oxford	None			
Oxfordshire	NO RESPONSE			
Pembrokeshire	None	-	-	-
Pendle	None	-	-	-

Perth and Kinross	Less than 5 cases of data loss	Information refused on the grounds of Section 38 of FOIA Scotland (Personal Information)	None	None
Peterborough	Data on digital camera memory card lost by visiting officer	Financial data	None Stated	Notified individual affected, matter discussed between immediate line manager, Operational Support Manager, Head of Service, Investigations Manager and internal audit and actions agreed; guidance taken from ICO
Peterborough	Paper Documents lost after a meeting	Names, dates of birth, addresses and phone numbers	None Stated	Notified individuals affected, training took place with staff member concerned
Plymouth	Complainants comments were made visible to the public on a self-reporting web page	Comments identified the complainant	None	Web page removed as soon as complainant informed us; Process changed
Plymouth	Contractors staff accessed record that not required for their work purposes	Housing Benefit claim detail	Formal Warning Issued	Apology to service user and increased action control measure put in place
Plymouth	Council sent extra or incorrect letters to 144 casual workers who worked or still do work for the council - people received colleagues letters as well as their own	The letters contained information about the hourly rates for the job, not the actual amount earned by the named individual	None	We contacted all the people who have received the letters in error, and the vast majority of them were retrieved unopened. Replacement letters were sent to the affected casual workers to explain the situation
Plymouth	Member of staff had a phone conversation on a train. This was overheard by a member of the public who reported it to their local councillor	Personnel matter	Verbal Warning Issued	None Stated
Plymouth	Notice of Council Tax owed sent to wrong person with same surname	Council Tax Benefit notice	Verbal Warning Issued	None Stated

Plymouth	Papers about service users dropped in the rain and could not be found	Details of the service being provided	Verbal Warning Issued	Notified police, service users and relevant staff informed
Plymouth	Reason for complaint passed on to organisations complained about	The view of the complainant	Verbal Warning Issued	Staff retrained to seek consent
Plymouth	Staff accessed DWP Benefits data about a person without authorisation	Benefits claim details	Dismissed	Staff group retrained
Plymouth	Telephone number provided to caller without authorisation	Phone number made available	Verbal Warning Issued	Informed individual affected
Poole	Theft of laptop	Names, addresses and confidential reports	None Stated	Notified police, laptop encrypted, internal investigation
Portsmouth	Hard Copy File lost	Personal details, medical history, record of meetings	None Stated	None Stated
Portsmouth	Laptop stolen from car	Pupil's data	None Stated	Notified individuals affected
Portsmouth	Loss of paper reported	Details of names and salaries	None Stated	None Stated
Portsmouth	Loss of pupil register	Names and attendance records	None Stated	None Stated
Portsmouth	Paper file lost	Names and Addresses of benefit claimants	None Stated	None Stated
Portsmouth	Theft of backup tapes	Names, addresses, attainment levels	None Stated	None Stated
Portsmouth	Theft of file from car	Names and indications of performance	None Stated	Notified individuals affected
Portsmouth	Theft of laptop from car	Pupil's information	None Stated	Notified individuals affected
Portsmouth	USB key stolen	Names, addresses and personal details of special needs pupils	None Stated	Notified individuals affected
Powys	None	-	-	-
Preston	None	-	-	-
Purbeck	None	-	-	-
Reading	REFUSED on the grounds of Section 40 and 31(1)(g) of FOIA (Personal Data and Right to Know Exemptions)			

Redbridge	Black Berry phone stolen from office	Email data and contact details	Police notified within 2 hours of theft and Phone and sum card were locked and deactivated immediately. There was a successful prosecution but property was not recovered.	None taken
Redbridge	Contact details lost in post	Personal details and copy of passport was lost in the post	None	Notified individuals affected
Redbridge	Theft of IT equipment from software supplier premises	Basic Contact information	None	Notified ICO and police, both investigations concluded no penalties and no enforcement actions.
Redcar and Cleveland	Lost Digital Camera	Photo images	None	None Stated
Redcar and Cleveland	Lost Laptop	Data and work diary	None Stated	Staff training
Redditch	None	-	-	-
Reigate and Banstead	None	-	-	-
Renfrewshire	Breach of Security policy	Unspecified	None Stated	None Stated
Renfrewshire	Disclosure text message	Client information	None Stated	None Stated
Renfrewshire	Inappropriate access of data	Unspecified	None Stated	None Stated
Renfrewshire	Inappropriate access of data	Unspecified	None Stated	None Stated
Renfrewshire	Inappropriate access of data	Unspecified	None Stated	None Stated
Renfrewshire	Inappropriate access of data	Unspecified	None Stated	None Stated
Renfrewshire	Information Sharing	Unspecified	None Stated	None Stated
Renfrewshire	Loss of a blackberry device	Social work data	None Stated	None Stated

Renfrewshire	Loss of an encrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of an unencrypted data pen	Social work data	None Stated	None Stated
Renfrewshire	Loss of Council Property and data	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Council Property and data	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Council Property and data	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Laptop	Unspecified	None Stated	None Stated
Renfrewshire	Loss of laptop	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Mobile Phone	Unspecified	None Stated	None Stated
Renfrewshire	Loss of PC	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Secure USB pen	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Secure USB pens	Unspecified	None Stated	None Stated
Renfrewshire	Loss of Secure USB pens	Unspecified	None Stated	None Stated
Renfrewshire	Lost Blackberry Handset - Area Team	Unspecified	None Stated	None Stated
Renfrewshire	Lost Data, Day Centre	Unspecified	None Stated	None Stated
Renfrewshire	Lost Digital Camera, Day Centre	Unspecified	None Stated	None Stated
Renfrewshire	Lost Mobile	Unspecified	None Stated	None Stated
Renfrewshire	Lost Mobile	Unspecified	None Stated	None Stated
Renfrewshire	Lost Mobile	Unspecified	None Stated	None Stated
Renfrewshire	Lost Referral Sheet	Unspecified	None Stated	None Stated
Renfrewshire	Potential Lost Data, Area Team	Unspecified	None Stated	None Stated
Renfrewshire	Potential Security breach	Unspecified	None Stated	None Stated

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Renfrewshire	RIM Blackberry left in restaurant	Social work data	None Stated	None Stated
Renfrewshire	Stolen Blackberry	Unspecified	None Stated	None Stated
Renfrewshire	Stolen handset	Unspecified	None Stated	None Stated
Renfrewshire	Stolen Mobile	Unspecified	None Stated	None Stated
Renfrewshire	Stolen PC	Unspecified	None Stated	None Stated
Renfrewshire	Unsecured email	Confidential data	None Stated	None Stated
Rhondda, Cynon, Taff	None	-	-	-
Ribble Valley	None	-	-	-
Richmond upon Thames	3 laptops were stolen from external provider	Service user data	None Stated	No evidence of data being compromised
Richmond upon Thames	Client file was left in grounds of Council Civic Centre by staff	Client data	None Stated	No evidence of data being compromised
Richmond upon Thames	Employee took data on departure	SCS policy, procedures, contract data on departure	Pending	Internal Investigation
Richmond upon Thames	File for service user sent by courier to incorrect address having been given correct address details	Data relating to one service user	None Stated	Courier Company was investigated
Richmond upon Thames	Laptop found in river following burglary at staff home	Not Stated	None Stated	Laptop not working - hard disk not readable. Believe no data loss as laptops was "drivelocked" meaning unusable without correct password hence thrown in river by burglar
Richmond upon Thames	Letter sent to wrong service user	Minimal Personal Data	None Stated	Service user who received the information advised to shred
Richmond upon Thames	Memory stick lost	Children Services data	None Stated	None Stated
Richmond upon Thames	Memory stick lost	Children Services data	None Stated	None Stated
Richmond upon Thames	Memory stick lost	Children Services data	None Stated	None Stated

Richmond upon Thames	Staff member left a service user file on the bus	Service User file	None Stated	Bus company contacted. Notified individual affected - client was understanding and does not want to take further action
Richmond upon Thames	Youth centre was broken into - a range of IT and music equipment was stolen	Not Stated	Reported to Police	Internal Investigation
Richmondshire	None	-	-	-
Rochdale	E-mail sent incorrectly but e-mail was not accessed	Financial Information	None	Data Protection and FOI Guidance updated, E-Learning Training undertaken, E-mail policy to be redrafted
Rochford	NO RESPONSE			
Rossendale	None	-	-	-
Rother	None	-	-	-
Rotherham	Car stolen and burnt out, contained files	Social Work case files	Disciplinary Action taken	Notified Police and individuals affected, all staff briefed
Rotherham	Loss of CD	Two Reports	Dismissed	CD returned by member of the public
Rotherham	Loss of memory stick	Spread sheet	Disciplinary Action taken	Reminder issued to all staff
Rotherham	Memory stick lost	One document	Disciplinary Action taken	Staff member informed manager and internal investigation
Rotherham	Memory Stick Stolen from trainee social worker	One document	None	Notified police, Investigation taken
Rotherham	Report of Child Protection Conference incorrectly sent to hospital	Child Protection conference report	None	Information passed to child protection unit for investigation, incorrect GP information rectified
Rotherham	Social worker lost diary	Names of 1 family	None	Notified individuals affected, staff reminded of data protection obligations
Rotherham	Social Worker's handbag stolen	Client names and diary	None	All staff briefed in data protection
Rugby	None	-	-	-
Runnymede	None	-	-	-
Rushcliffe	None	-	-	-

Rushmoor	USB stick lost	Unknown - possibly contact details and information on Police National Computer System	None stated	Notified Police, Risk Assessment carried out, encryption software has been implemented
Rutland	Laptop stolen	Encrypted emails and locally saved documents	None Stated	Laptop not recovered
Ryedale	None	-	-	-
Salford	NO RESPONSE			
Sandwell	Manual file stolen from car	Details of child	None	File recovered from scene as abandoned by thief as no value, individual not informed
Sandwell	Officer's bag missing from home	Work Diary - names and addresses of individuals, no personal data	None stated	None stated
Sandwell	USB stick lost- unencrypted	Personal information relating to 5 families	Disciplinary Action taken	Notified ICO and individuals affected, new software installed
Scarborough	NO RESPONSE			
Scottish Borders	None	-	-	-
Sedgemoor	None	-	-	-
Sefton	Encrypted USB stick stolen- encrypted	Social Care case files	None	Individuals not informed
Sefton	Hardcopy paper files	Staff addresses disclosed within department	None	Notified individuals affected
Sefton	Hardcopy paper files	File lost in street by service user - data was part of her assessment	None	Data retrieved
Sefton	Paper file left on train	Social Care case files	None	Individuals not informed, data retrieved
Sefton	Paper lost in internal mail	Staff personal documents	None	Notified individuals affected
Sefton	Parking Penalty Notice forwarded to wrong person	Details of name, address, fact that person fined	None	Notified individuals affected
Selby	None	-	-	-
Sevenoaks	None	-	-	-
Sheffield	Paper information left on a bus	Names, addresses, dates of birth, foster placement addresses	None	Notified individuals affected

Sheffield	Paper information posted to incorrect recipient	Name, address, Key Safe number	None	Notified police, service users and families contacted and visits made to change key safe numbers where required, relevant independent providers informed, manager requested to visit address to see if worksheet can be retrieved, procedures for maintaining staff information have been revised, including how details are held and regular checks through team meetings
Shepway	NO RESPONSE			
Shetland Islands	None	-	-	-
Shropshire	NO RESPONSE			
Slough	None	-	-	-
Solihull	None	-	-	-
Somerset	Portable PC lost- encrypted	Children and Young People Educational data, personal & sensitive data	None	None stated
Somerset	Portable PC- unencrypted	Business data	None Stated	Notified ICO
Somerset	Memory Stick- unencrypted	Children and Young People Early Years data, personal & sensitive data	None Stated	Notified ICO, data retrieved
Somerset	Hard copy paper file lost	Personal and sensitive information	None Stated	Notified ICO, data retrieved
Somerset	Paper file lost in post	Children and Young People data- list	None Stated	Notified ICO
South Ayrshire	None	-	-	-
South Bucks	NO RESPONSE			
South Cambridgeshire	None	-	-	-
South Derbyshire	None	-	-	-
South Gloucestershire	None	-	-	-
South Hams	NO RESPONSE			
South Holland	None	-	-	-
South Kesteven	None	-	-	-

South Lakeland	None	-	-	-
South Lanarkshire	None	-	-	-
South Norfolk	None	-	-	-
South Northamptonshire	None	-	-	-
South Oxfordshire	None	-	-	-
South Ribble	NO RESPONSE			
South Somerset	None	-	-	-
South Staffordshire	None	-	-	-
South Tyneside	NO RESPONSE			
Southampton	An employee's handbag stolen from car	A case list with the names of 16 children, a notebook containing plans for 3 of the children and a record of a discussion with legal section about two other clients	None	Notified police, apology to all affected individuals; update risk assessment re using cars for work activities, informed staff to be vigilant
Southampton	Council Tax Notes mistakenly disclosed to wrong individual	Communication details of a council tax payer	None Stated	Instructions to all staff to use security print codes, staff to review data protection policy and investigation by the ICO
Southampton	Generic and personal email addresses of library members were disclosed to members of mailing list	280 email addresses	None	Review of IT data security procedures for library staff; council's apology to all affected
Southampton	Letter sent to wrong address	Council Tax and Contact details of a resident	None Stated	Error in the automated process to post letters has been corrected
Southampton	Letter sent to wrong address	Occupational Health Records of an individual	Dismissed	Referral to ICO; increased supervision, training in relation to security of personal information, ICO recommendation acted on
Southampton	Letter sent to wrong address	Occupational Health appointment information	None Stated	Enhanced training for staff in relevant area; review of procedures and policies; apology to individual concerned

Southampton	Loss of court documents	Personal information of an individual	Verbal Warning Issued	Team briefing and enhanced training for staff in relevant area
Southampton	Loss of USB stick by council contractor	Trades and payroll numbers of 183 individuals	None Stated	Advert in local newspaper requesting drive to be returned; enhanced training to staff and managers; message in weekly bulletin to all staff
Southampton	Receipt of visit to the Council office given to the wrong individual	Details of a visit made by an individual about his benefit payments	None	Instructions to all staff to use security print codes, staff to review data protection policy and investigation by the ICO
Southampton	Sensitive personal data was sent to applicant's former address	Blue Badge, address confirmation, mobile bill and details of a description of an individual	None Stated	Enhanced training to staff in relevant area, team reminded of the council's policies; procedure enhanced to avoid risk for future; apology to individual involved
Southend-on-Sea	NO RESPONSE			
Southwark	None	-	-	-
Spelthorne	None	-	-	-
St Albans	None	-	-	-
St Edmundsbury	None	-	-	-
St. Helens	Council file left on public transport	Name and details of council client	Formal Warning Issued	Revised security procedures introduced, data retrieved
St. Helens	Council file stolen from employee's car	Name and details of council client	Disciplinary Action pending	Not Stated
Stafford	None	-	-	-
Staffordshire	NO RESPONSE			
Staffordshire Moorlands	None	-	-	-
Stevenage	None	-	-	-
Stirling	None	-	-	-
Stockport	Armed raid stole laptop bag actually containing case notes	Case notes relating to 20-30 people	None	Notified police, investigation taking place
Stockport	Email sent to incorrect recipient	Safeguarding notes	None	Deleted by recipient, member of staff was advised of procedure to encrypt email attachments

Stockport	Fax sent to incorrect recipient	CRB application	None	Fax destroyed by recipient
Stockport	Fax sent to multiple providers rather than one	Care plan	None	Faxes destroyed, technical investigation taken out, in the process of developing more secure communication methods
Stockport	Laptops stolen	All data on drives	None	2 laptops not encrypted, one is known not to have contained personal data and the other is thought unlikely to have contained personal data due to the nature of work completed by user
Stockton-on-Tees	None	-	-	-
Stoke-on-Trent	2 case files misplaced during an office move	Adult care information	None	None
Stoke-on-Trent	Lost Blackberry device	Not recorded, device security locked and encrypted	None	Device encrypted and remotely wiped as soon as it was reported missing
Stoke-on-Trent	Memory stick lost in Hanley	Children's Services case files of approximately 40 individuals' records held on device	Informal verbal warning	Additional training for children's services staff, department prioritised for roll-out of new security systems, incident reported to Information Commissioner
Stoke-on-Trent	Memory stick lost on car park which was found and returned	Encrypted data	None	None
Stoke-on-Trent	Ring binder containing data on 3 service users were left within a secure council compound but accessible to council staff from another team	Copies of social work data	None	None
Strabane	None	-	-	-
Stratford-on-Avon	Personal details of Stratford on Avon staff	Council employee names, addresses, salary, NI numbers, dates of birth, gender, marital status and phone numbers	None	Notified ICO, Internal investigation; council reimburses cost of looking at credit report, statement made to local newspaper
Stroud	None	-	-	-
Suffolk	Briefcase left in car park	Caseworker's current cases, approximately 20	None Stated	The briefcase was picked up by a member of the public and handed into the Mildenhall police

Suffolk	File left in supermarket car park	Manager's personal file of employee	None Stated	File retrieved
Suffolk Coastal	None	-	-	-
Sunderland	Correspondence Address Error	Report intended for a customer posted to an incorrect address	None	Email returned; reminder to staff of obligations, review of administrative/correspondence processes, staff advised
Sunderland	Information sent to incorrect recipient	Personal information	None	notified individuals affected and offered them contact numbers for expressing concerns, email address confirmed as invalid and therefore no recipient, making checks via search engines to see if information has surfaced since incident
Sunderland	Licensing Report sent to incorrect recipient	Regulatory Committee Report	None	Email recovered; reminder to staff of procedures
Sunderland	Memory Stick Recovery	Unspecified	Dismissed (agency worker)	Copies of documents deleted from worker computer, reminders issued to departments to use encrypted memory sticks, worker's computer examined for copies of the data and any found were deleted
Sunderland	Photocopy error	Report containing third party data	None	Page sent in error recovered from recipient, reviews training requirements
Surrey	None	-	-	-
Surrey Heath	None	-	-	-
Sutton	USBs lost by staff member	Names and references	None Stated	All USBs to be encrypted
Swale	None	-	-	-
Swansea	None	-	-	-
Swindon	Laptop stolen from employee's home	School details and student names on password protected spread sheet	None	None as spread sheet was a copy of certain information held on office database
Tameside	None	-	-	-
Tamworth	None	-	-	-
Tandridge	None	-	-	-
Taunton Deane	None	-	-	-
Teignbridge	None	-	-	-

Telford and Wrekin	117 gaps in technology system reports	Possible loss of sensitive information	None	Relevant departments informed and measures taken to resolve gaps
Telford and Wrekin	41 gaps in technology data systems	Possible loss of sensitive information	None	Relevant departments informed and measures taken to resolve gaps
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Improved training and changes to IT system
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	Disciplinary Action Taken	Improved training
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Guidance given to staff
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Training
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Training
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Changes to IT system
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	Not Stated	Review of current procedure
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Reminder of data security to staff
Telford and Wrekin	Disclosure of sensitive information to unauthorised third party	Personal and sensitive information	None	Changes to manual processes

Telford and Wrekin	Disclosure to third party	Personal information including name, address	None	Full reviews of records management
Telford and Wrekin	Disclosure to third party	Personal information including name, address	None Stated	None Stated
Telford and Wrekin	Disclosure to third party	Personal information including name, address	None Stated	None Stated
Telford and Wrekin	Disclosure to third party	Personal details including names	None	Changes to manual processes
Telford and Wrekin	Disclosure to third party	Personal details including names	None	Changes to manual processes
Telford and Wrekin	Disclosure to third party	Personal details including names	None	Changes to manual processes
Telford and Wrekin	File lost	Sensitive and personal details	None	Review of record management
Telford and Wrekin	Laptop stolen	Unknown	None Stated	None Stated
Telford and Wrekin	Laptop stolen from car	Benefits application details	None	Security procedures revised
Telford and Wrekin	Laptop, mobile, camera, USB and paper file stolen from employee home	Not specified	None Stated	Information governance notified, procedures reviewed; less data to be stored on unencrypted and paper media
Telford and Wrekin	Librarian's personal details released	Personal details	Pending	Information governance informed, pending
Telford and Wrekin	Loss of Dictaphone device	Personal and sensitive information	None	Changes to manual processes
Telford and Wrekin	Proof of Identity procedure not followed	Personal and sensitive information	None	Changes to manual processes
Telford and Wrekin	System malfunction	1 Email address and name compromised	None	Website coding changed
Telford and Wrekin	System malfunction	1 Email address and name compromised	None Stated	Website coding changed

Telford and Wrekin	Theft of paper file	Personal details including names	None	Reminder to staff
Telford and Wrekin	USB pen found in car park	Sensitive data	None Stated	Pen retrieved
Telford and Wrekin	USB pen lost	Non sensitive reports- encrypted	None	None
Telford and Wrekin	Use of unencrypted digital cameras to gather information	Passports, benefit books	None	All data now downloaded onto secure network
Tendring	None	-	-	-
Test Valley	Mobile phone dropped on site visit	Council employee names and phone numbers	None	SIM Card blocked
Tewkesbury	None			
Thanet	NO RESPONSE			
The Vale of Glamorgan	Loss of memory stick	Social Services data	Disciplinary Action taken	Notified ICO, all memory sticks accounted for, wiped and replaced by encrypted memory sticks
Three Rivers	None	-	-	-
Thurrock	Briefcase lost	Service user assessments, hard copy	Dismissed	Notified individuals affected
Thurrock	File lost	One Resident's housing file, hard copy unencrypted	Pending	Notified individuals affected
Thurrock	Hardcopy file lost	One resident's housing file, hard copy unencrypted	Not Stated	Notified individuals affected and referred to human resources
Thurrock	Hardcopy file lost	Two complaints files, hard copy unencrypted	Not Stated	No further action taken, individuals not informed - decision taken in line with Risk Assessment
Thurrock	Part of HR file lost, sent to archive	Part of one employee file, hard copy unencrypted	None	Notified individuals affected and referred to human resources
Tonbridge and Malling	None	-	-	-
Torbay	NO RESPONSE			
Torfaen	Client Files	Client information	None Stated	None
Torfaen	Laptop	No data locally stored	None Stated	Notified Police

Torridge	None	-	-	-
Tower Hamlets	3rd party access to manual data	Registrars data	None Stated	None Stated
Tower Hamlets	3rd party fixing PC	Potential Access to council data	None Stated	None Stated
Tower Hamlets	Disclosure of credentials	Schools data	None Stated	None Stated
Tower Hamlets	Files in transit	Not specified	None Stated	None Stated
Tower Hamlets	Information left in retail premises	Children Social Care Data	None Stated	None Stated
Tower Hamlets	Information sent through unsecure email	Not specified	None Stated	None Stated
Tower Hamlets	Laptop Stolen from home	Student Data	None Stated	ICO notified
Tower Hamlets	Laptop Stolen from parked car	Research and Information data of 150 people	None Stated	ICO notified
Tower Hamlets	Lost Blackberry	Democratic Services Data	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Democratic Services Data	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Procurement data	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Neighbourhoods data	None Stated	None Stated
Tower Hamlets	Lost Blackberry	ICT Risk	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Human Resources	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Facilities Management	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Not specified	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Human Resources	None Stated	None Stated
Tower Hamlets	Lost Blackberry	Early Years	None Stated	None Stated
Tower Hamlets	Lost Computer	Not specified	None Stated	None Stated
Tower Hamlets	Lost Laptop	Customer Access Data	None Stated	None Stated
Tower Hamlets	Lost legal papers on train	Legal Services	None Stated	None Stated
Tower Hamlets	Lost Social Care File	Social Care information	None Stated	None Stated
Tower Hamlets	Missing Hard Disk	Housing Benefits	None Stated	None Stated
Tower Hamlets	Missing Laptop	Youth Offending	None Stated	None Stated
Tower Hamlets	Stolen Blackberry	Children Social Care Data	None Stated	None Stated

Tower Hamlets	Stolen Blackberry	Early Years data	None Stated	None Stated
Tower Hamlets	Stolen Briefcase from Home	Behaviour Support Team	None Stated	None Stated
Tower Hamlets	Stolen Laptop	Early Years	None Stated	None Stated
Tower Hamlets	Stolen Laptop	Attendance & Welfare Data	None Stated	None Stated
Tower Hamlets	Stolen PC base unit	Project Management	None Stated	None Stated
Tower Hamlets	Theft of ICT equipment from Council premises	Youth Service data	None Stated	None Stated
Trafford	None	-	-	-
Tunbridge Wells	None	-	-	-
Uttlesford	None	-	-	-
Vale of White Horse	None	-	-	-
Wakefield	None	-	-	-
Walsall	None	-	-	-
Waltham Forest	None	-	-	-
Wandsworth	None	-	-	-
Warrington	None	-	-	-
Warwick	NO RESPONSE			
Warwickshire	Blackberry Lost	Personal email	None	Password protected, remotely wiped
Warwickshire	Blackberry Lost	Personal email	None	Password protection, wiped remotely
Warwickshire	Blackberry Lost	Personal email	None	Lost, no further action
Warwickshire	Blackberry Lost	Personal email	None	Wiped remotely
Warwickshire	Blackberry Lost	Personal email	None	Wiped remotely
Warwickshire	Blackberry Lost	Personal Email	None	Remotely wiped
Warwickshire	Blackberry Lost	Personal Email	None	Remotely wiped
Warwickshire	Blackberry lost	Personal Email	None	Remotely wiped
Warwickshire	Customer files left in public building	Housing referral forms	Disciplinary Action	Document retrieved, creation of secure email connection

Warwickshire	Information sent to incorrect recipient	Personal data	Investigation on-going-pending	Investigation on-going-pending
Warwickshire	Laptop stolen from employee's car	No personal data	None	Laptop encrypted, no risk
Warwickshire	Laptop stolen from employee's home	Unknown	None	Laptop encrypted, no risk
Warwickshire	Laptop stolen from social worker's car	Social care case list containing sensitive data	Transferred employee	Laptop encrypted, no risk
Warwickshire	Loss of documentation in external mail	Kinship referral form	Disciplinary Action	Notified individuals affected
Warwickshire	Meeting notes and diary lost	Meeting notes and diary	None	Staff briefing to refresh security policies and awareness
Warwickshire	Papers lost	School appeals data	None	Internal procedures reviewed
Warwickshire	Theft of laptop from office	No personal data	None	Laptop encrypted, lockable units used to store laptops
Warwickshire (from 2009)	12 laptops stolen from council buildings	Names and addresses of 333 people	Not Recorded	Encryption of laptops policies reviewed
Watford	None	-	-	-
Waveney	None	-	-	-
Waverley	None	-	-	-
Wealden	None			
Wellingborough	Loss / misplacement of application files	Up to 445 forms containing financial data, including 229 credit and debit card records	None	Notified ICO and individuals affected, internal investigation
Welwyn Hatfield	None	-	-	-
West Berkshire	2 cameras stolen	photos of families at events	None	Notified police
West Berkshire	E - mail sent to wrong address	Personal data	None	Recipient deleted
West Berkshire	E- mail sent to wrong address	Personal data	None	None
West Berkshire	Laptop stolen from employee's home	Not specified	None	Notified police
West Berkshire	Memory stick lost	Case Notes and Exit forms	None	Notified ICO and individuals affected

West Berkshire	Paper documents sent to incorrect address	Case Notes	None	Data retrieved and notified individuals affected
West Berkshire	Paper documents stolen	Case files	None	Notified ICO and police
West Berkshire	Paper file left in cabinet sent to storage	Letters	None	File retrieved from storage
West Berkshire	Paper file lost in post	Financial data	None	None
West Berkshire	Paper file sent to wrong address	Case files	None	Notified individuals affected and data retrieved
West Devon	None	-	-	-
West Dorset	None	-	-	-
West Dunbartonshire	None	-	-	-
West Lancashire	None	-	-	-
West Lindsey	None	-	-	-
West Lothian	Two unencrypted USB sticks	Unidentified number of referral files	Stage 1' Outcome Counselling and retraining	Notified police and internal investigation took place, all council staff retrained in Information Security Awareness; Information Security guidelines were amended, updated and approved by council June 2010, all unencrypted devices removed from use in council, encryption introduced across all mobile devices including laptops, phones, etc.
West Oxfordshire	None	-	-	-
West Somerset	None	-	-	-
West Sussex	Blackberry left in hire car	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost	Email	None Stated	Blackberry remotely wiped when reported
West Sussex	Blackberry lost	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost on train	Email	None Stated	Blackberry remotely wiped when reported

West Sussex	Blackberry lost on train	Email	None Stated	Blackberry remotely wiped when reported
West Sussex	Blackberry lost on train	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost on train	Email	None Stated	Blackberry remotely wiped when reported
West Sussex	Blackberry lost on train	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry lost on train	Email	None Stated	Returned, Blackberry remotely wiped when reported
West Sussex	Blackberry theft during home burglary	Email	None Stated	Blackberry remotely wiped when reported, Police Informed
West Sussex	Laptop	Non-sensitive files	None Stated	Police Notified
West Sussex	Laptop lost on bus	System information, no personal data	None Stated	Police Notified
West Sussex	Laptop lost on bus	Names and address information	None Stated	Police Notified
West Sussex	Laptop lost on train	1 name and address and non-sensitive document	None Stated	Police Notified
West Sussex	Laptop theft	System information, no personal data	None Stated	Police Notified
West Sussex	Laptop Theft	School Attendance figures and letter templates	None Stated	Police Notified
West Sussex	Laptop theft during home burglary	Children's case material in emails	None Stated	Police Notified
West Sussex	Laptop theft during home burglary	Children's court records	None Stated	Police and ICO Notified. Decision to encrypt all laptop devices and project implemented to achieve this (majority completed by Sept 2010)
West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded
West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded
West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded
West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded
West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded

West Sussex	Laptop theft during office burglary	Non-sensitive project documents	None Stated	Police notified, physical security reviews and upgraded
West Sussex	Laptop theft from car	Non-sensitive files	None Stated	Police Notified, Broadcast to all staff to ensure awareness of issue about leaving equipment in cars
West Sussex	Laptop theft, reported	Presentations only	None Stated	Subsequently located, Police Notified
West Sussex	Paper records accidentally passed to third party	Paper records, case reports	Disciplinary reprimand	Retrieved, no further action taken
West Sussex	Paper/Briefcase stolen from car	Case and session notes of one child	None Stated	Police Notified
West Sussex	Paper/Incorrect postal address	Papers for use in exclusions appeal	None Stated	None Stated
West Sussex	USB lost	Social Care Reports	None Stated	None Stated
West Sussex	USB lost	Adult Social Care data	None Stated	None Stated
West Sussex	USB theft during home burglary	Adult Social Care data	None Stated	Police Notified
West Sussex	USB thought to be lost on train	Adults system records	Formal written warning issued, training	Subsequently located, Broadcast to all staff that only WSCC supplied encrypted USB sticks can be used
Westminster	NO RESPONSE			
Weymouth and Portland	None	-	-	-
Wigan	NO RESPONSE			
Wiltshire	1 Laptop stolen	Not Stated	None Stated	None Stated
Wiltshire	10 Desktops stolen in break in at Milton Street	No personal Data	None Stated	Notified police, hard drives degaussed
Wiltshire	7 Laptops stolen in break in at Milton Street	Not specified	None Stated	Notified police
Wiltshire	70 email addresses not BCC'd	Public's email addresses	None Stated	None Stated
Wiltshire	Disabled child's details sent to another disabled child's parents	Emergency Carer's Card update letter - name, address, disability	Not Stated	Internal Investigation
Wiltshire	Email contact list not BCC'd- resulting in junk mail	Email addresses	None Stated	None Stated

Wiltshire	Email shared with officer specifically excluded by client	Client change of name	None	Internal Investigation
Wiltshire	Laptop stolen	NVQ training	None	Notified police
Wiltshire	Laptop stolen	Used for presentations	None Stated	None Stated
Wiltshire	Laptop stolen	Not specified	None	Not Stated
Wiltshire	Laptop stolen	Not Stated	None	Notified police
Wiltshire	Laptop stolen	Not Stated	None	Notified police
Wiltshire	Laptop stolen	Casework	None	Notified police
Wiltshire	Laptop stolen	CVs	None	Notified police
Wiltshire	Smartphone lost	Not Stated	None	Notified police
Wiltshire	3 MacBooks stolen	No personal data	None	Notified police
Wiltshire	Two Citrix Terminals Stolen	Not specified	None	None
Winchester	None	-	-	-
Windsor and Maidenhead	Document stolen from remote worker	No personal data lost, only anonymised information	None	Internal investigation
Windsor and Maidenhead	4 Council laptops stolen from Council offices	No personal data, laptops used to access the Council secure IT network	None	Notified police, physical security awareness improved by a communications campaign.
Windsor and Maidenhead	1 desktop PC stolen from Council offices	No personal data, laptops used to access the Council secure IT network	None	Notified police, security reminders internally
Windsor and Maidenhead	2 Council laptops stolen from Council offices	No personal data, laptops used to access the Council secure IT network	None	Notified police, security reminders internally
Wirral	Data stick lost	10 records of name and address details of children	None	Full investigation regarding the loss took place
Wirral	Laptop theft	Copy of letter from solicitor regarding a social care client, name of client was included in the data	None	None stated
Woking	NO RESPONSE			
Wokingham	None	-	-	-

Wolverhampton (only covers 2010-11)	Skip containing confidential waste stolen and contents dumped on industrial estate	Names, addresses, dates of birth, CVs, Gym applications and medical information	None	Notified ICO, council undertaking to improve procedures
Worcester	None	-	-	-
Worcestershire	None	-	-	-
Worthing	None	-	-	-
Wrexham	None	-	-	-
Wychavon	None	-	-	-
Wycombe	None	-	-	-
Wyre	None	-	-	-
Wyre Forest	None	-	-	-
York	A completed CRB form was given to a family, instead of a blank form	CRB form	None	Staff reminded of need to store completely and blank forms separately
York	Council provided with incorrect fax number, leading to incorrect disclosure of personal data	Personal data	None	Staff reminded of need to verify contact details
York	Details of a customer's complaint posted on CYC website	Customer complaint	None	Removed immediately and investigated with systems supplier. Identified as technical fault and rectified
York	Documentation sent to third person after being collected from shared printer	Sensitive personal information	None	Notified ICO; new working methods introduced
York	Email addresses included in 'to' box rather than 'bcc' so visible to all recipients	Email addresses	None	Staff reminded of 'bcc' function
York	Employee accessed housing database for personal reasons	Client housing details relating to 2 individuals	None	Employee reminded of confidentiality requirements
York	Information about young person sent to the wrong family	Information relating to a young person	None	Revised procedures and introduced additional security checks when sending out personal information

York	Names of selected complainants to the Council sent out in response to an FOI request	Details of complaints to the council	None	Service team reminded of need for data security caution
York	Social care interview details were provided to the interviewee's mother	Social care interview details	None	Investigated and identified as administrative error. Procedures updated accordingly
York	When processed through a stuffing machine, 2800 council tax reminders were sent out in 2425 envelopes, suggesting some contained more than one notice	Council tax reminders	None	Procedures tightened; staff reminded of need to be careful