Report an information security breach

If you become aware of a potential security breach from within the Council or by a partner or contractor, please contact the Information and Advice Service Manager immediately on 0161 770 1856 or email gerri.barry@oldham.gov.uk.

The loss/theft of encrypted phones, laptops or memory sticks are not classified as security breaches unless the password or user name was kept with the device. They still need to be reported to the ICT Service Desk as they need to be blocked and recorded as a loss.

What situations could constitute an information breach?

An information breach would be caused when (and this not an exhaustive list):

- A fax containing sensitive information is sent to the wrong number.
- A letter is sent to the wrong address.
- An email is sent (either internally or externally) containing personal data and the email is:
  - sent to the wrong email address;
  - there is more information that was necessary for the business function to be carried out;
  - there was an email trail with information that should not have gone to the recipient.
- A member of staff uses personal data for a personal rather than a work related business reason e.g. looking at a relative’s files or case record.
- A vehicle containing a laptop or paper files is stolen or broken in to.
- A laptop or paper files are stolen from a private property.
- Personal data is shared outside of the work place for a legitimate business reason, but it is lost by the recipient or it is stolen from the recipient, or it is used by the recipient in a manner for which they have no authority for.
- Personal data is shared outside the workplace with no justifiable business reason e.g. discussion in the pub etc.
- Personal data is transferred electronically outside the workplace and is not encrypted when it should be (this includes email).
- Paper files of personal data are left unattended in breach of the Clear Desk Policy and then could be taken or copied and then used for an unauthorised purpose.