Further to your Information request FOI66840 please find your questions and our responses below:

A) All incidents in the past 24 months where personal data held by the council had been lost, stolen, or the security protecting personal data held by the council had been breached

Incident 1 – 136 personal email addresses were disclosed to residents who had registered to receive Nectar points from Council-related activities. An apology was sent to all those affected.
Incident 2 – Housing and Council Tax documents accidentally sent to the wrong resident. An apology was sent to the persons affected.

B) The date these incidents occurred

Incident 1 - 2nd October 2012
Incident 2 - 16th July 2013

C) Details of what data were lost, stolen or had its security breached, including the number of people whose personal data were involved

Incident 1 – Personal email addresses relating to 136 people
Incident 2 - Housing and Council Tax details, one person involved

D) An estimate of the cost of losing the data, including any fines incurred for losing data

Incident 1 – no additional costs incurred, reported to the ICO no fines incurred.
Incident 2 – no additional costs incurred, reported to the ICO no fines incurred.

E) What measures the council took to protect privacy as a result of the incident

Incident 1 - Refresher security training was provided to the team responsible for this breach. Security training was updated with reference to using blind copy in emails if the email is being sent to more than one personal email addresses. Subsequently more than 1,500 staff attended the security training course.

Incident 2 – Use of post protection measures were added to the Council security course and more than 1,500 staff subsequently trained.

If you are unhappy with the information we have provided in response to your request please write to:

Information Management Team Manager
Royal Borough of Windsor & Maidenhead
Town Hall, St Ives Road
Maidenhead
SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

David Davies
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St. Ives Road
Maidenhead SL6 1RF