

## Data security incidents internally reported to the SG Data Protection and Information Assets team in 2017-18

Case Number	Summary	Date reported	Number of persons affected	Containment and mitigation actions	Business Area
2296	While releasing material for an EIR response, an administrative error led to a mislabelled document being released. The document in question was a first draft response to two separate FOIs and was partially redacted. Some detail, redacted from other documents released, was not redacted fully and resulted in some personal details being released.	06/04/2017	4	Attempts were made to retrieve the documents, this was unsuccessful.	Marine Scotland - Marine Lab
2304	An employee of the Scottish Government contacted the Attendance Management team of the People Directorate by email on the morning of 6th April (09:56 am) to advise of a data recording error on the e-HR system. He advised that he was able to view a Fit Note for another Scottish Government employee on his e-HR record.	11/04/2017	1	The business area conducted an internal review and additional measures were put in place to prevent recurrence	People Advice Wellbeing
2386	Personal data was included in the release of a FOISA response, which was subsequently published in a national newspaper.	10/07/2017	1	Attempts were made to retrieve the information and prevent publication of the personal data, this was unsuccessful. Although we accepted that the fact that her home address was in the public domain it did not in any way excuse the failure to redact her home address details from this FOI response.	Justice - Civil Law and Legal System

2390	A special delivery letter containing a consideration of listing notification/ Other Relevant Information (ORI) was sent to a customer's address on 03/07/17. DS uses a service to trace addresses, it was used in this instance but the staff member is procedurally required to also issue a contact letter first to try and confirm that the address supplied by the service is current. This process did not happen unfortunately and the letter was posted to an incorrect address.	14/07/2017	1	The recipient of the letter was contacted immediately and asked to securely destroy the letter. Police Scotland visited the recipient address and confirmed that this had taken place.	Disclosure Scotland
2393	Student Awards Agency Scotland (SAAS) on 10 July in response to a request provided student A, by email, with a copy of a disability needs assessment of another student (student B). Student A informed SAAS of the error on 11 July 2017. In this instance internal identification procedures were not followed	24/07/2017	1	The student who received the wrong details was asked to delete the information, and confirmed that they had done so. The team conducted an internal review of processes and made improvements to prevent recurrence.	Student Awards Agency for Scotland
2401	A candidate called into reception at Saughton House on Friday the 4 <sup>th</sup> of August between 3.45 and 4.05 to hand in documentation for his pre-employment checks. These were contained in a brown envelope with a white sticker on the front marked for the attention of a named staff member, S1 Spur Saughton House. These documents were not received in S1 Spur.	10/08/2017	1	The candidate was informed of the loss and took action to protect bank accounts, and replace ID documents. The candidate was reimbursed for the cost of replacement documents. The team conducted an internal review of processes and made improvements to prevent recurrence.	People Development

2406	DPEA publish almost all information relating to appeals on our website. Signatures, personal e-mails and personal phone numbers are redacted as a matter of course as well as defamatory or sensitive or personal information. Forms completed to lodge an appeal ask parties to indicate if they are not content for their information to be published. One form type did not ask parties to opt out but rather to opt in to publication. This was not picked up and appeal information (subject to redactions above) was published.	16/08/2017	1	The personal data published in error was removed from the website immediately. The form was amended to correctly reflect the publishing policy and make users aware that information provided will be published.	Dept for Planning and Environmental Appeals
2413	A member of staff reported to the diversity team that he was able to access personal information on the internal IT call monitoring system. The member of staff wanted to put in a request for software to help with his dyslexia. While in the system he noticed requests from other staff who had requested assistive technology. It contained details of the disability, name, grade and other information.	24/08/2017	Not known	This affected internal staff members from the same DG family only using specific search criteria relating to software requests for assistive technology. Access protocols were changed to prevent users accessing any other users service requests.	Information Systems and Information Services
2429	A line manager contacted the HR Helpdesk as they noticed that a contingent worker was mistakenly given the system access account of a previous contingent worker of the same name, rather than being set up on a new account.	14/09/2017	1	The worker was given a new account immediately on notification of the error. The process was reviewed.	People Services
2461	During the monthly audit of e-hr (pay/personnel system) access, it was noted that 2 members of staff who had left People Directorate had not had their access removed from the system. They had both left in September.	24/10/2017	0	The access was revoked the same day, and the process was updated and access is reviewed more frequently.	People Services
2462	There is a list of authorised staff who have global access to e-payslips for the purposes of administering Pay Services. It came to light that this list had not been maintained or updated (for an unspecified period of time) when staff have moved out of HR, meaning these staff could have accessed information, which they were no longer required to access. We have no evidence that any such breach of access has taken place.	26/10/2017	0	The access list was reviewed the same day and any unnecessary access revoked, and the process was updated and is reviewed more frequently.	People Services

2481	Disclosure Scotland sent a notification of listing to person A but had enclosed with them another person (person B's) listing reasons and address details. We are aware of this because person A's mother phoned Disclosure Scotland's Protection Unit duty manager on 23/11/17 and informed him. The information in the listing reasons named another individual and gave details about him.	29/11/2017	1	The recipient of the letter was contacted immediately and asked to securely return the notification listing. Police Scotland visited the recipient address and confirmed that this had taken place.	Disclosure Scotland
2483	The Scottish Government HR Department runs five payrolls each month and part of that process includes the issuing of a monthly payroll report. The monthly payroll report for Organisation A (with name, pay reference number and details of monthly payments deductions for staff on that payroll) was sent in error to two staff members at Organisation B. The report was sent at close of business on 30 <sup>th</sup> November using the Government Secure Network but to the wrong e-mail address. The file name made it clear that the information was not for the recipient and Organisation B made us aware the next working day (4 <sup>th</sup> December) that there had been an error, and confirmed that the e-mail had been deleted.	06/12/2017	0	The email was deleted by the recipient and the incident fully contained. Emails containing monthly payroll reports are now password protected and can only be opened by the intended recipient.	People Services
2490	Scottish Borders Council raised an issue on Friday 15 December that some names of Council employees had not been redacted from a published FOI response. The names were identified but missed on final redaction. The documents in question have been removed from the publication site for further redaction.	15/12/2017	17	The documents in question were removed from the publication site for further redaction.	Ministerial Private Office - Minister for Childcare and Early Years

2498	On 20 November 2017 Mental Health Tribunal for Scotland were sent a Second Inventory of Productions for a restricted patient, Mr A's section 213 hearing (a routine review of the patient's detention order). The Second Inventory cover sheet was incorrect, the heading details were for a different patient. There was only one Item lodged, this was a Risk Assessment for Mr A which was the correct document. The Second Inventory sheet related to a Mr X so it had his name, date of birth and location (the hospital name of where Mr X is currently detained). There was no medical information contained in the cover sheet.	11/01/2018	1	The recipients of the incorrect information were contacted, and confirmed that the information was deleted (email) or returned (paper copy). The team have reviewed their processes with the partner organisation and made changes to prevent recurrence.	Mental Health Protection of Rights
2500	On 4 <sup>th</sup> January 2018 a letter was received by the Scottish Government addressed to the Cabinet Secretary for Justice. The letter was anonymous and made allegations of a criminal nature against an individual. The individual's name and address was provided within the text of the letter. The details were added to the correspondence system and the individual's details were noted incorrectly as those of the correspondent. An acknowledgement letter was then sent to the individual.	12/01/2018	1	The letter was immediately removed from the tracking system. Internal processes for logging and acknowledging correspondence have been reviewed to prevent recurrence. Police Scotland were notified of the letter.	Public Engagement Unit
5011	The Scottish Government provides the PCS website for Scottish public sector to publish all regulated contract opportunities and awards, as mandated by regulations. Individual organisations are responsible for publishing their own content. AA Council posted a notice that including wording related to works required at a specified address. One of the residents at the addresses listed complained to the Scottish Government that this is sensitive personal information and wants the notice removed, but AA Council has not removed the notice.	16/02/2018	1	Content is owned by individual buying organisations, not the SG and data protection responsibility lies with them. AA Council were notified of the incident and took the decision not to remove the information.	Ecommerce Service

5036	Transactional data and a report on transport projects was provided to a UK Department in the course of their business. During the period that the data was within their control the data was lost. Appropriate efforts were made to recover the data. A review of the data was undertaken and it was concluded that no substantive personal data was contained within the information provided and the transactional information was already in the public domain.	23/03/2018	60	Attempts were made to locate the missing data with the taxi firm, airlines and airport, these were unsuccessful. The business area has reviewed the procedure for data handling and put a process in place to prevent recurrence.	Corporate Reporting Division
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