

Reference	Date Identified	Incident date	How it was discovered	Action Officer	Categories of data	Breach Type	Division Responsible	Team Responsible	IAO	Case Number/s	Benefit Type	Not For Us	JIRA Ticket	Subject to a complaint	Column1	Trend	Actions	Summary	Feedback Issued (Date)	Closed on Reporting Tool	Additional Notes
2024-34390	27/09/2024	27 September 2024	Call from client		Names and address	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	17	Replacement letter issued.	Letter identified client as appointee	21/10/2024	Yes	
2024-34391	27/09/2024	26 September 2024	Case manager identification		Personal data including health data.	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	16	Arrange for another letter to be sent. Ensure any incorrect data deleted. Prepaid envelope issued to retrieve the letter.	Letter for another client enclosed in envelope sent to client.	21/10/2024	Yes	21/10/24 - Recommendations issued.
2024-34393	30/09/2024	26 September 2024	Call from client		Name	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		CSP	Not For Us			Not for us	13	Prepaid envelope issued to retrieve the letter.	DWP electronic transfer gave incorrect correspondence address	21/10/2024	Yes	
2024-34394	30/09/2024	28 September 2024	Reported by recipient.		Personal and special category data.	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	22	Letter reissued, prepaid envelope issued to retrieve letter.	Letter intended for client sent to another client's appointee, in error.	30/09/2024	Yes	30/09/24 - Recommendations issued.
2024-34396	30/09/2024	17 July 2024	Member of staff identification.		Personal and special category data.	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	20	Address details updated and letters reissued.	Address task not actioned - mail to previous address.	30/09/2024	Yes	30/09/24 - No further recommendations.
2024-34397	30/09/2024	26 September 2024	Member of staff identification.		Personal and special category data.	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	20	Address details updated and letters reissued.	Address task not actioned - mail to previous address.	30/09/2024	Yes	30/09/24 - No further recommendations.
2024-34400	30/09/2024	15 August 2024	Call from Corporate Acting Body		Personal data, potentially special category health data.	Mail to incorrect recipient	Client Service Delivery	Ops	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	22	Address detail updated.	Task not processed, mail sent to incorrect CAB.	15/10/2024	Yes	15/10/24 - No further recommendations.
2024-34403	01/10/2024	07 September 2024	Member of staff identification.		Name.	Mail to incorrect recipient	Client Service Delivery	LIB	Janet Richardson-Client Services Delivery		CSP	Not For Us			Not for us	13	Correspondence address end-dated. Replacement letter issued. Prepaid envelope issued.	CSP batch data gave incorrect address	01/10/2024	Yes	
2024-34405	01/10/2024	18 September 2024	Member of staff identification.		Personal and special category data.	Loss of personal data	Client Service Delivery	Client Experience	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	16	Remove medical records from evidence bundle. Deletion of information from	Medical records of client sent to SCTSA as part of appeal bundle for another client.	01/10/2024	Yes	01/10/24 - Recommendations issued.
2024-34409	02/10/2024	28 August 2024	Member of staff identification.		Name, health data.	Mail to incorrect recipient	Client Service Delivery	Client Experience	Janet Richardson-Client Services Delivery		ADP	Human Error			Not reportable	20	Efforts made to retrieve letter. Record has been updated with correct address. Letter reissued.	Client provided CoC and CT but address change not processed - mail to wrong address.	03/10/2024	Yes	
2024-34412	02/10/2024	24 September 2024	Member of staff identification.		Name, NINO, address, email address, telephone number, medical data.	Mail to incorrect recipient	Client Service Delivery	Client Experience	Janet Richardson-Client Services Delivery		ADP	Human Error	CTS-279436		Not reportable	16	Item deletion.	Incorrect redetermination uploaded to case.	04/10/2024	Yes	
2024-34413	02/10/2024	09 September 2024	Reported by recipient.		Name.	Mail to incorrect recipient	Client Service Delivery	LIB	Janet Richardson-Client Services Delivery		BSF	Human Error			Not reportable	19	Address updated, and reissuing of card. Card retrieval from incorrect address.	Allpay card sent to incorrect address.	02/10/2024	Yes	02/10/24 - No further recommendations.
2024-34414	02/10/2024		Reported by client.		Name, NINO, DOB, fianical details.	Mail to incorrect recipient	Client Service Delivery	LIB	Janet Richardson-Client Services Delivery		SCP				Not reportable	4	Correction of the case.	Mailroom returned evidence to the relative of a client. Duplicate child on two cases explains cross over.	03/01/2024	Yes	