

Email

ICO Decision - IC-52307-X...

Regarding

Worked By

Status Reason

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Direction

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Email

From

 ICO Casework

To

Subject

ICO Decision - IC-52307-X2M4

Display Name


Date Received

16/09/2020 14:52

Email Address

Reference Number IC-52307-X2M4

Dear 

I am writing further to your personal data breach report of 21 August 2020 regarding 

Thank you for the information you have provided.

Data security requirements

You are required to have appropriate technical and organisational measures in place to ensure the security of personal data.

Our Decision

We have considered the information you have provided and we have decided that no further action by the ICO is necessary on this occasion. This decision is based on the information we have recorded about the breach.

The reasons for our decision are as follows:



However, we recommend that you investigate the causes of this incident, to ensure that you understand how and why it occurred, and what steps you need to take to prevent it from happening again.

In particular, we recommend that you consider:

- **Conducting regular, ongoing and thorough testing to ensure that information is only accessible to the relevant individuals who need access to this information.**
- **Providing regular, ongoing reminders to staff and students about what information they can/should be able to access and what they can and cannot do with the information that they have access to. Consider the use of tools such as regular emails to remind staff and students. You may also wish to use some ICO resources as part of your ongoing training for staff.**

Please also note that as a result of a breach an organisation may experience a higher volume of complaints and information rights requests. You should not refer them to the ICO as a matter of course, and it is important that you deal with these, alongside the other work that has been generated as a result of the breach. However, we do recognise some organisations may experience delays in dealing with these requests at this current time, we have advised data subjects they may see delays whilst organisations prioritise tasks, you can read more about this on our [Coronavirus information hub](#).

Please note that we may make additional enquiries if we become aware of new information which affects the circumstances of this case.

Thank you for reporting the incident. Further information and guidance relating to data security is available on our website at: <https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/security/>

We now consider the matter to be closed.

Yours sincerely

**Gemma Lowndes
Case Officer
0330 313 1798**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF



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File Name	Followed	File Size (Byte...)	
 There are no Attachments to show in this view. To get started, create one or more Attachments.			
0 - 0 of 0 (0 selected)			Page 1