

What action we've taken in Q4, what you've reported to us and what you can do to stay secure

Data security incidents, which are breaches of the [seventh data protection principle](#) or [personal data breaches](#) reported under the Privacy and Electronic Communications Regulations, are a major concern for those affected and a key area of action for the ICO. We have published this information to help organisations understand what we're seeing and help them to take appropriate action.

What action we've taken in Q4

One fine

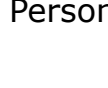
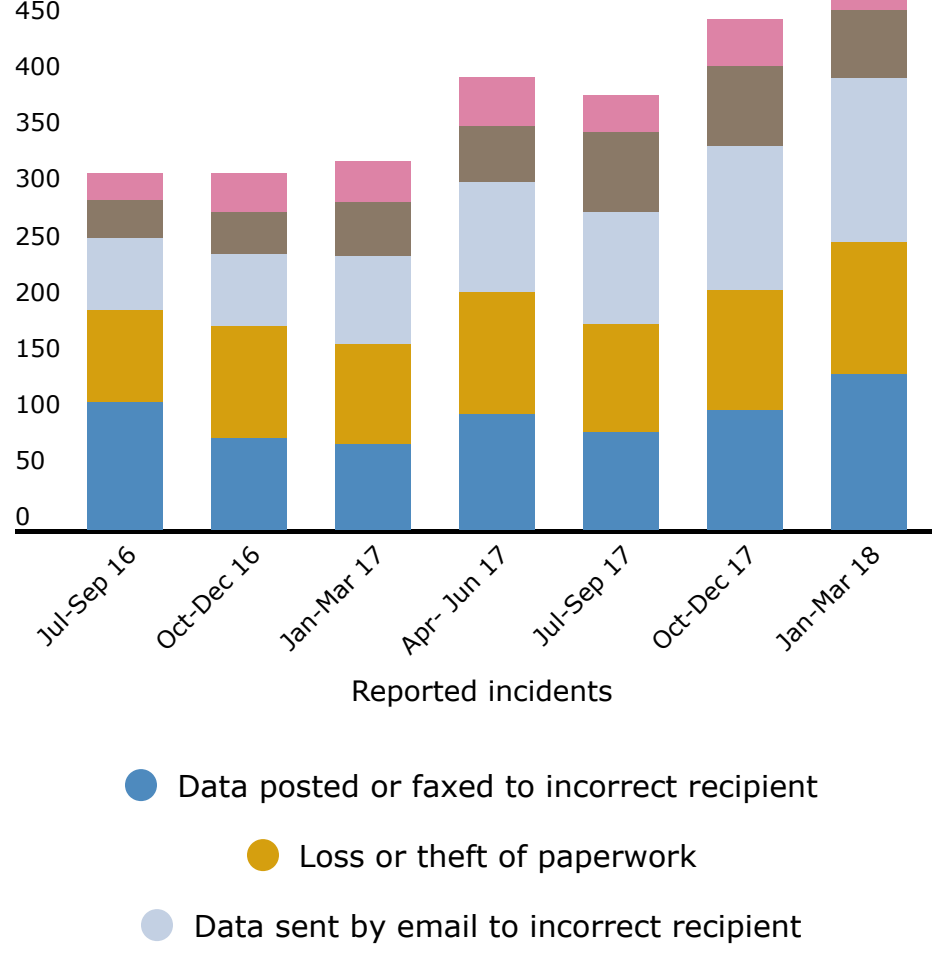
We fined [The Carphone Warehouse Ltd](#) £400,000 after serious failures put customer and employee data at risk. The company's failure to secure a computer system allowed unauthorised access to the personal data of over three million customers and 1,000 employees.

What you've reported to us

There were 957 reported data security incidents in Q4

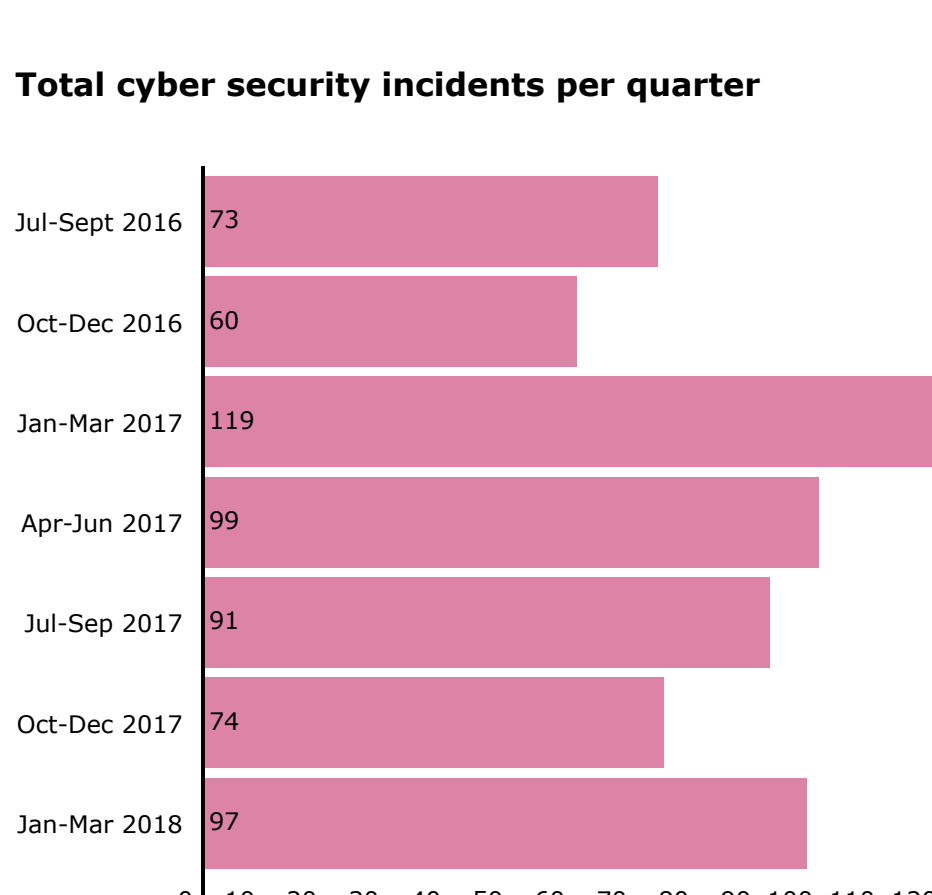
This was a 17% increase on Q3 (815 reports).

Data security incidents by most common types



We believe recent increases are possibly due to increased awareness of the GDPR and the launch of our new Personal Data Breach helpline.

Total cyber security incidents per quarter



Reported cyber security incidents increased by 31% in Q4 of 2017-18

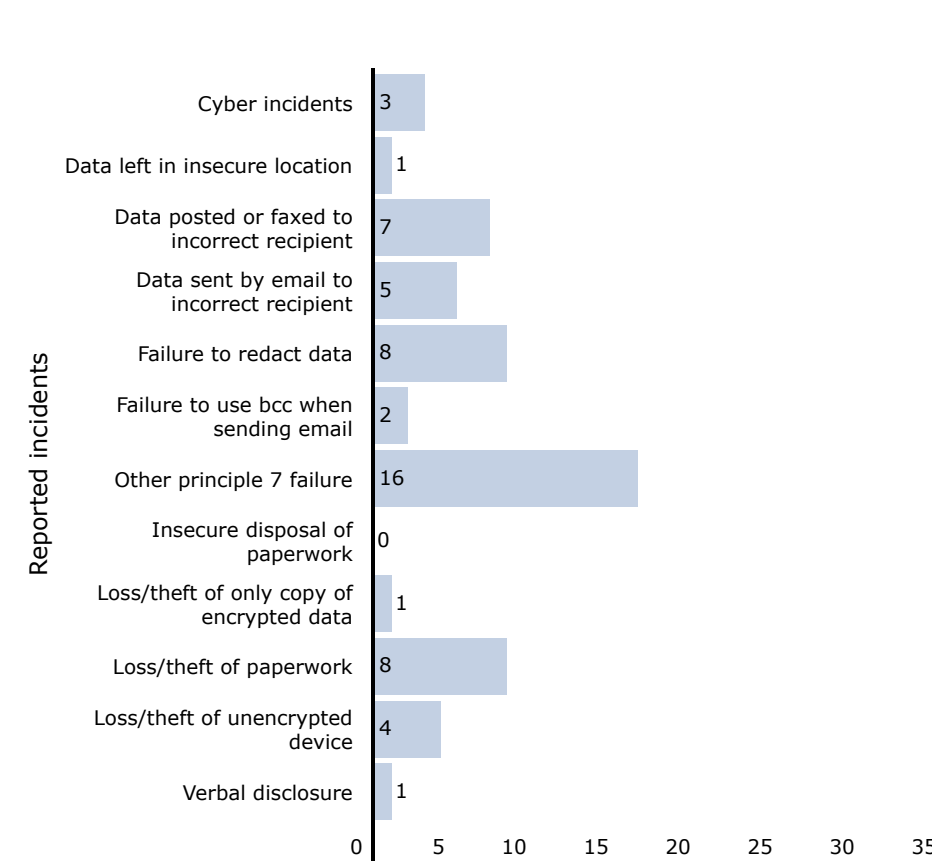
This was the first month-on-month increase since Q4 of 2016-17.

General business, education and local government were again the sectors with the most reported incidents

This does not include health sector data.

Data security incidents by sector, Q4 2017-18

Justice



Education

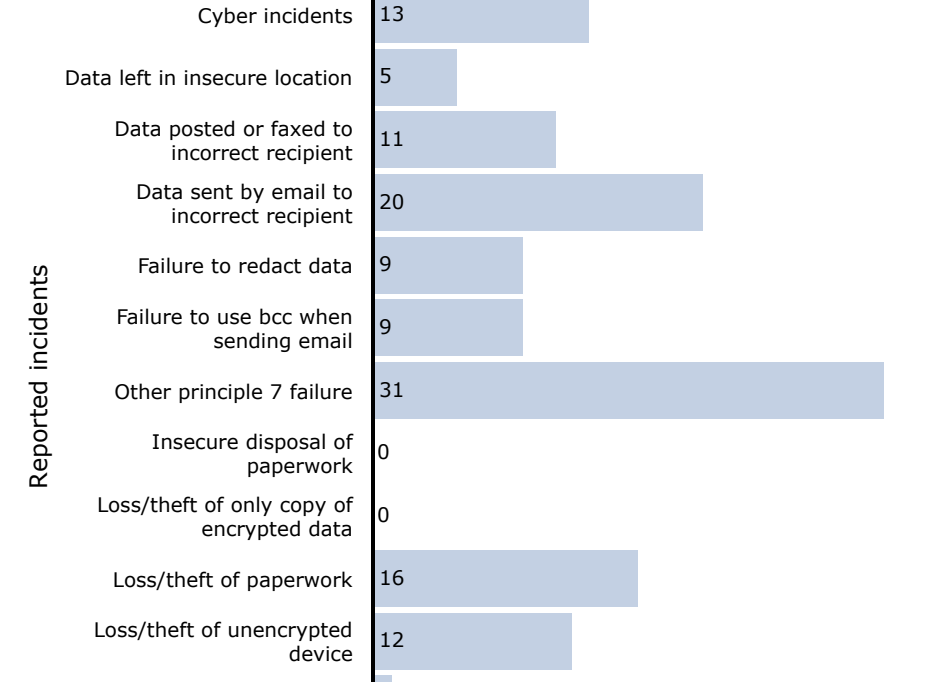
Reported incidents in this sector rose by 32% from Q3, from 96 to 127. Incidents involving loss or theft of paperwork rose from 6 to 16.



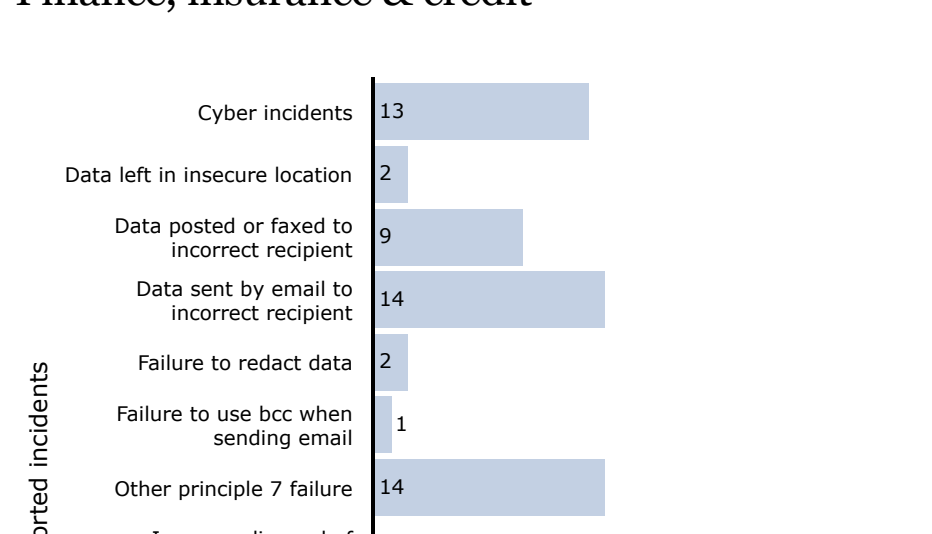
Charitable and giving

Reported incidents in this sector rose by 69% from Q3, from 35 to 59. Incidents involving data sent to an incorrect email recipient rose from 4 to 20.

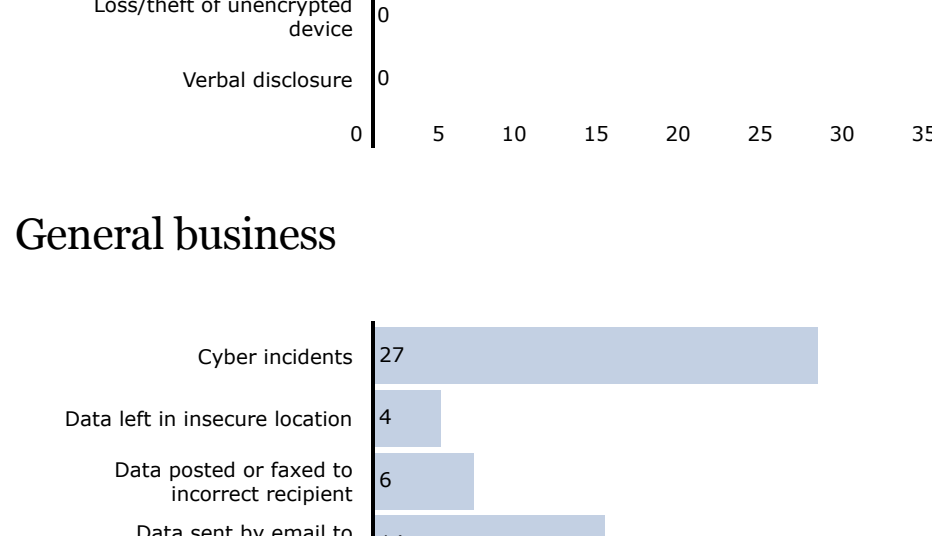
Education



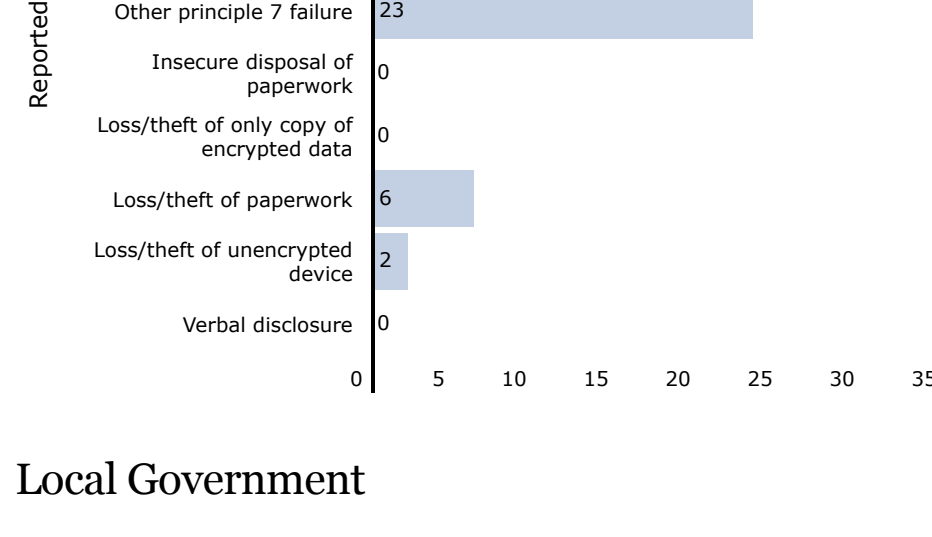
Finance, insurance & credit



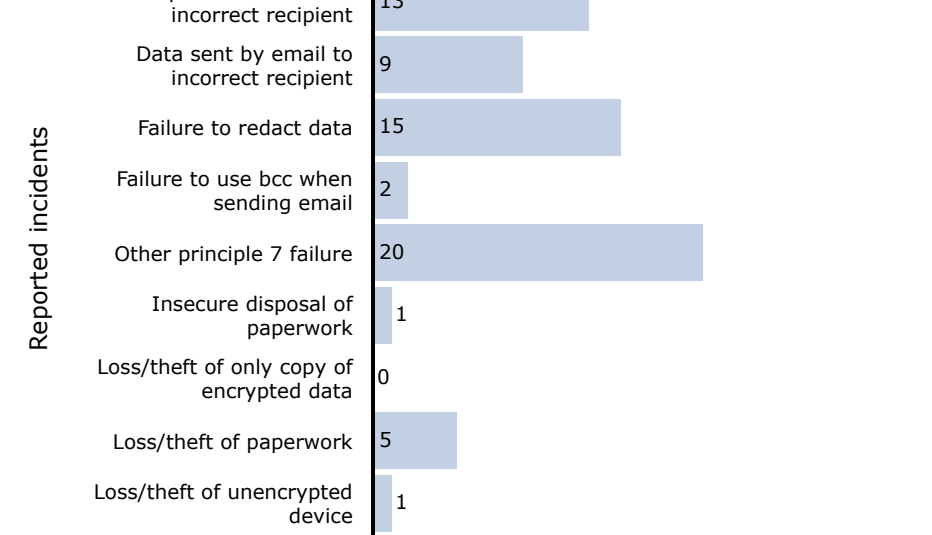
General business



Local Government



Legal



Health sector in Q4

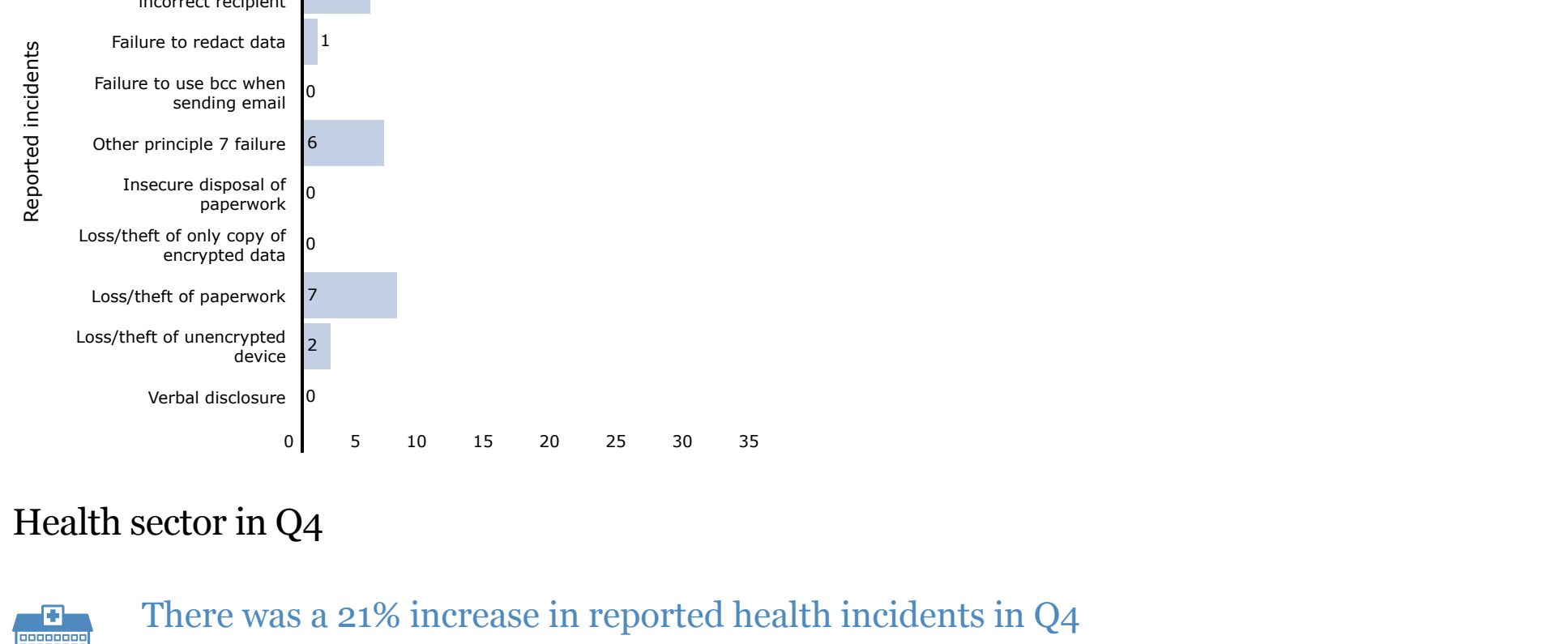


There was a 21% increase in reported health incidents in Q4

This follows a 22% rise from Q2 to Q3.

Breach reporting is mandatory in the health sector. This contributes to the health sector having the highest number of reports.

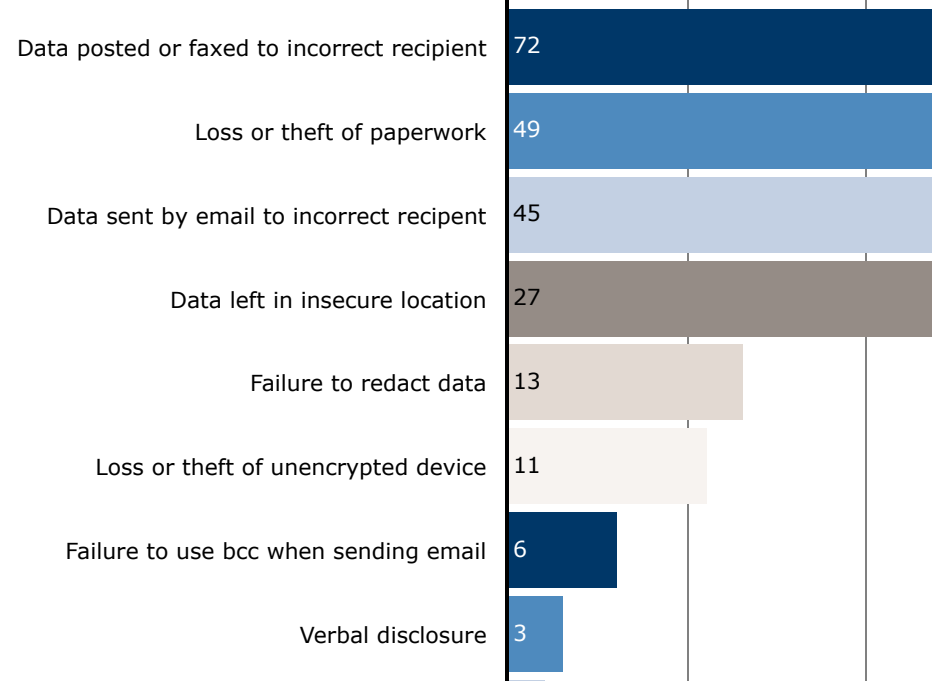
Health sector incidents by type, Q4 2017-18



Various other principle 7 failures also accounted for a total of 121 further incidents.

2017-18 financial year round-up

Data security reports by month, 2017-18 financial year



Aside from health, general business was the sector with the most reports in the financial year

There were 362 reports in this sector - incidents of emails being sent to the incorrect recipient (50) were most common.

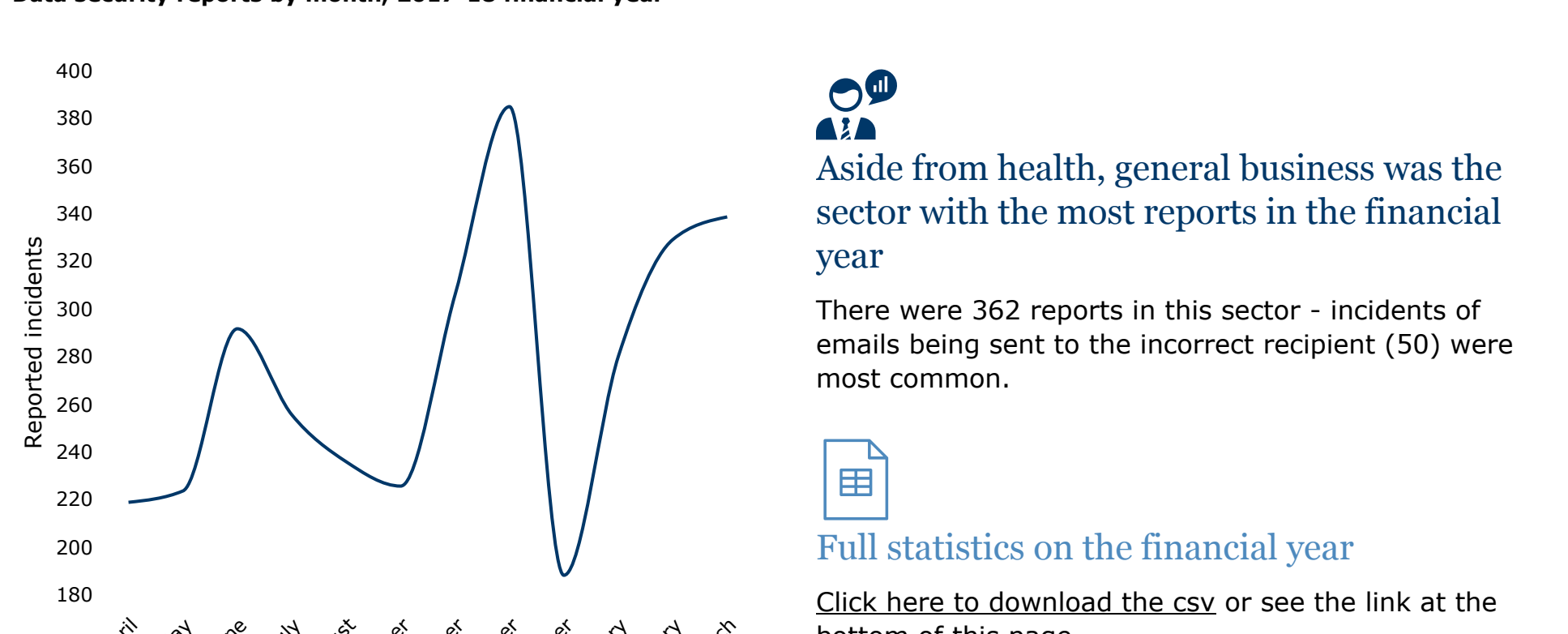


Full statistics on the financial year

[Click here to download the csv](#) or see the link at the bottom of this page.

Health sector in 2017-18

Health sector incidents by type, 2017-18 financial year



Various other principle 7 failures also accounted for a total of 346 further incidents.

What you can do to stay secure



Before releasing a redacted document, always follow these three tips:

1. Consider metadata when redacting information.
2. Check all data has been redacted and is not reversible before releasing.
3. Get someone to double check redactions.

We published the above information on 14 May 2018. We plan to update it each quarter.