



# **Bishop Chadwick** **Catholic Education Trust**

## **Bishop Chadwick Catholic Education Trust** **GDPR Data Breach Process** **September 2020**

Review Date: Autumn 2021

## 1. Revision History

The below table provides the revision history for this document. Each revision has an associated date, issue number, and description of the changes and/or content. The document revisions appear in descending order, with the most-recent iteration appearing first in the table.

Date	Version	Description	Author
10/09/2020	1.0	Initial Draft	Sarah Burns

## 2. Document Approval

<b>Document Name</b>	GDPR Data Breach Process	
<b>Publication Date</b>		
<b>Prepared by</b>	Sarah Burns (DPO)	
<b>Approval</b> (Name & Organization)	Name	Sign

### 3. Introduction

This document sets out the requirements and process for identifying and managing a GDPR data breach within the Bishop Chadwick Catholic Education Trust. (BCCET)

The Bishop Chadwick Catholic Education Trust holds large amounts of personal and sensitive data, is responsible for safeguarding the data held and is legally bound under the GDPR to ensure the security and confidentiality of personal information processed. These responsibilities also extend to other organisations working on behalf of the Bishop Chadwick Catholic Education Trust.

The Bishop Chadwick Catholic Education Trust strives to ensure that personal information is dealt with correctly and securely and in accordance with the GDPR and related legislation such as the Data Protection Act 2018. The GDPR introduces for the first time a legal requirement for a breach of personal data to be reported to the ICO and, in certain cases, communicate the breach to the data subject(s) affected by the breach.

Principle 7 of the DPA states as follows:

*Appropriate technical and organisational measures shall be taken against unauthorised or unlawful processing of personal information and against accidental loss or destruction of, or damage to, personal information.*

Accordingly, this process is an essential part of the Bishop Chadwick Catholic Education Trust's compliance with the GDPR and Principle 7. All staff involved with the collection, processing and disclosure of personal data will be aware of their duties and responsibilities by virtue of the Bishop Chadwick Catholic Education Trust's Data Protection Policy.

The GDPR introduces a duty on all organisations to report certain types of personal data breach to the relevant supervisory authority (Information Commissioner's Office/ICO for the UK).

This document is for information and use by all employees of the Bishop Chadwick Catholic Education Trust, any associates, contractors or agency staff and third-party processors and describes what a data breach is, how to identify it, log it, report it and remedial actions.

Associated documents: Data Breach Notification Form (Annex A), Data Breach Log (Annex B) Flow Charts (Annex C) Data Protection Policy, Information and Cyber Security Policy and Acceptable Use of IT Systems Policy.

### 4. Overview of relating Data Protection Policies

The overview diagram below shows how this Data Breach Process interacts with the Data Protection Policy and other supporting controls and policies.



## 5. What is a personal data breach?

The term “personal data breach” is defined in GDPR and means a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data transmitted, stored or otherwise processed. In summary, there will be a personal data breach whenever any personal data is:

- lost
- destroyed
- corrupted
- disclosed
- someone accesses the data or passes it on without proper authorisation
- the data is made unavailable, for example, when it has been encrypted by ransomware

This includes breaches that are the result of both accidental and deliberate causes. As such, a personal data breach includes much more than just losing personal data and includes a wide range of issues affecting personal data.

## 6. Identifying a data breach

A data breach can have a range of adverse effects on individuals, which include:

- emotional distress
- physical damage
- material damage

Some personal data breaches may merely cause an inconvenience to the individual however, other breaches may significantly affect individuals. Therefore, an assessment of the risk and impact must be made on a case by case basis.

Data breaches can be categorised in the following well-known information security principles:

Confidentiality breach: where there is an unauthorised or accidental disclosure of, or access to, personal data

Availability breach: where there is an accidental or unauthorised loss of access to, or destruction of, personal data

Integrity breach: where there is an unauthorised or accidental alteration of personal data

A breach can be all three at the same time, or any combination of these. Examples of data breaches include:

- access by or disclosure to an unauthorised third party (anyone, internal or external, not authorised to access the data, disclosing personal data to an unauthorised party e.g. meeting minutes);
- deliberate or accidental action (or inaction) by a controller (BCCET and associated schools) or processor (any 3<sup>rd</sup> party suppliers, including where data is stored in 3<sup>rd</sup> party software systems for example; SMID);
- sending personal data to an incorrect recipient (for example; via email, in the post, pupil school bags, parents evening, pupil reports);
- computing devices containing personal data being lost or stolen (homeworking/ laptops);
- alteration of personal data without permission; and
- loss of availability of personal data.

Breaches often occur when computer equipment storing customer data is lost, shared or unlawfully used for non-authorised activity or whereby an authorised or unauthorised visitor has accessed the premises and is privy to personal data which may be visible on desks, computers, whiteboards etc. This is particularly important for anyone working off site, i.e. at home.

For further information on how to protect personal data, please refer to the Information and Cyber Security, Data Protection and Acceptable Use of IT Systems policies. If you are uncertain of how you can protect personal data, please discuss this with either your line manager or Headteacher/ DPO (Sarah Burns at [BCCET\\_DPO@data2action.co.uk](mailto:BCCET_DPO@data2action.co.uk))

## 7. Assessing the risks

When assessing risk to rights and freedoms of individuals, it's important to focus on the potential negative consequences for individuals. Recital 35 of the GDPR explains that:

*“A personal data breach may, if not addressed in an appropriate and timely manner, result in physical, material or non-material damage to natural persons such as loss of control over their personal data or limitation of their rights, discrimination, identity theft or fraud, financial loss, unauthorised reversal of pseudonymisation, damage to reputation, loss of confidentiality of personal data protected by professional secrecy or any other significant economic or social disadvantage to the natural person concerned.”*

## 8. What to do when a data breach is identified

### What to do when a data breach is identified?

It is everyone’s responsibility to identify and report a data breach and it’s important to act quickly. The timeframe for reporting a data breach is **72 hours**, from the point the breach is first identified. During this limited period a decision will need to be made by the Trust Chief Operating Officer (COO) (in conjunction with the DPO) as to whether to notify the Information Commissioners Office (ICO) and the individual(s) concerned. If the breach is likely to result in a high risk or adversely affecting the impacted individuals’ rights and freedoms, the individual(s) must also be informed without undue delay.

#### All staff:

In the first instance, upon identifying a data breach, you must **immediately**:

1. complete the Data Breach Notification Form with all known information;
2. notify the Headteacher and send the Data Breach Notification Form, note at this point it’s critical the full facts are clearly understood, documented and cascaded.

(See Annex C)

#### Headteacher:

1. Promptly notify the Trust COO and DPO via email and follow up with a telephone call to the Trust COO within the same working day.
2. Assess whether any immediate remedial action can be implemented to prevent any further breach or to mitigate the impact of the breach
3. Record the identified breach on the school held Data Breach Log

(See Annex C)

#### COO/ DPO:

1. Collect all the known facts;
2. Assess the risks to the data subject;
3. Make an informed decision as to whether to notify the breach to the ICO and Data Subject(s);
4. Ensure immediate mitigating action is implemented;
5. Record the Breach on the internal Data Breach Log;
6. Undertake a root cause analysis and make recommendations to address any underlying issues.

(See Annex C)

The DPO will work with relevant personnel to help inform any decisions, provide guidance throughout the full breach process, be the interface with the ICO where appropriate and ensure all necessary data is logged appropriately.

Where the breach is not deemed as high risk to the rights and freedoms of individuals, the DPO may decide not to notify the ICO/ individuals concerned. Where this is the case, the breach must still be recorded on the Data Breach Log and remedial actions taken as necessary.

All staff and any other relevant individuals collecting and processing personal data on behalf of the Trust will be notified at this point of any changes to processes as a result of a data breach which then must be adopted and adhered to.

## 9. What information should be provided in a breach notification to the ICO

When reporting a breach, a description of the nature of the personal data breach must be noted including:

- the categories and approximate number of individuals concerned; and
- the categories and approximate number of personal data records concerned;
- the name and contact details of the data protection officer (where applicable) or other contact point where more information can be obtained;
- a description of the likely consequences of the personal data breach; and
- a description of the measures taken, or proposed to be taken, to deal with the personal data breach, including, where appropriate, the measures taken to mitigate any possible adverse effects.

## 10. What happens if we fail to notify the ICO/ Individuals concerned

Failing to notify a breach when required to do so can result in a significant fine of up to **20 million euros or 4 per cent of the company's global turnover**. The fine can be combined with the ICO's other corrective powers, it is therefore vital that everyone takes responsibility for identifying and reporting the breach internally and without delay.

ICO contact details:

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

Helpline number: 0303 123 1113

## 11. Annex A – Data Breach Notification Form



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notification%20form

## 12. Annex B – Data Breach Log



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Breach%20Log%20T

## 13. Annex C – Data Breach Action Flow Charts



Data Breach  
Identification and E:



Trust COO\_DPO  
Data Breach Actions