

Guildford Health Walks Data Breach Procedure

Reporting a Data Breach procedure

What to do if personal data has been lost, stolen or shared inappropriately.

Last reviewed: March 2023

This guidance is part of our Managing Information Procedure.

It's everyone's responsibility to keep personal data safe, secure and confidential.

But sometimes mistakes happen. The most important thing is to act quickly when they do.

Remember, you're responsible for reporting data breaches to the Data Manager immediately after you find out about a breach.

What's a data breach?

A data breach is an incident that results in loss, theft, deletion, unauthorised sharing or unauthorised access to personal data.

Some examples include:

- Emailing personal data to the wrong person.
- Leaving walker registration forms in a public space.
- Leaving walker registration forms in the boot of a car which is then stolen.
- Posting personal data on social media without permission.
- Losing a printed walk group contact list.
- Letting someone else use the for members only Volunteers and Photo Gallery on our website.
- Losing a memory stick with an emergency contact list on it.
- Being overheard talking about personal data.

What do I do if I discover a data breach?

Report

You must report all data breaches to the Data Manager. You should make your report immediately if possible, and always within 24 hours of finding out about the breach.

You still need to report the breach even if you're able to get the information back. By law, Guildford Health Walks must keep a record of all actual and potential breaches.

You can report a data breach by:

- filling in our Data Breach Notification Form and emailing it to data@guildfordhealthwalks.org.uk

or

- if you can't find the form email data@guildfordhealthwalks.org.uk

If you're not sure if a data breach has taken place, report it anyway. It's better to over-report than under-report!

Reduce the impact

Try to reduce the impact of the breach as soon as possible.

For example:

- If you've sent an email to the wrong person, send a second email asking for it to be deleted.
- If you've left documents with personal data somewhere, like on the bus or in a café, go back and check if someone has handed them in.
- If personal data has been posted online then delete it if you can.

Follow up

After you've sent us the data breach notification form, we'll work with you on any further action that's needed.

This could include:

- Contacting the people whose personal data has been affected by the incident.
- Making changes to the way you or the person who caused the breach handles personal data in the future.
- Doing training on data protection.