

## Freedom of information Act request - NCC-029103-17

Thank you for your recent request for the following information for ease we have provide our response alongside each point raised:

[1] Please may you provide me with the number of data breaches that occurred of your organisation's owned, processed or generated information in the calendar year 2017.

Nottinghamshire County Council "NCC" can confirm within the period 1 January 2017- until 31 December 2017 there were 155 recorded data breaches.

[1.2] Please may you provide me with a list of details regarding these breaches (i.e. when they occurred, how they occurred, and what information was lost).

Nottinghamshire County Council can confirm the following information:

103 recorded incidents of Information sent to an incorrect recipient.

16 recorded incidents in breach of principle 7.

5 occurrences of information left in insecure location.

9 occurrences of failure to redact information.

7 occurrences of verbal disclosure of information.

1 was unauthorised access/disclosure of information.

1 ICT technical failure.

3 reported losses of unencrypted devices.

5 occurrences of failure to use BCC when forwarding an email to the intended recipients.

1 insecure disposal of paperwork.

2 reported losses of paperwork.

1 occurrence of lost/stolen ICT hardware.

1 listed under category other.

I have also attached a redacted pdf document, please note in accordance with the provisions of the Freedom of Information Act some of the information has been exempted under Section 40 (2) personal data. I have given consideration whether there were any factors in this case which would justify a breach of the Data Protection principles. However, people who contact NCC with their concerns have a right to expect that their personal details will not be released to an interested third party or into the public domain. The personal details that have been withheld do not make a significant contribution to the national debate or add anything material to the information being released. Therefore, it is our view that there are no factors which would justify a breach of confidentiality on this occasion.

[2] If your organisation differentiates between data breaches and data incidents, please may you provide me with the number of data incidents that occurred of its owned, processed or generated information in the calendar year 2017.

Nottinghamshire County Council can confirm that there were 155 Data breaches, and 34,048 ICT related data incidents recorded in the calendar year.

[2.2] Please may you provide me with a list of details regarding these incidents (i.e. when they occurred, how they occurred, and what information was lost

There are a total of 34,048 ICT data related incidents recorded within the year and It will take an officer in excess of 30 days to go through the 34,048 ICT incidents and confirm the level of detail you are seeking. This would be at a cost that exceeds the appropriate limit set under the Act. This is defined in the Fees and Appropriate Limit Regulations and currently stands at 2.5 days or 18 hours. In this case we are denying the response under this FOIA exemption; 12. (1) Section 1 (1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

Within the scope of the Act Section 16 (1) we are obliged to offer advice on how this request could be refined but given the scope of the number of incidents reported we do not feel that any refined request would fall within the cost limit.

[3] Please may you provide me with the number of cyber security incidents that occurred within your organisation in the calendar year 2017.

I am afraid on this question we would be unable to respond with an accurate figure. This is due to vast amounts of systems and portable devices held by NCC staff and the incidents logged. We have phishing emails sent to us by the thousands each week, which would also be classed as a cyber-incident.

This would be at a cost that exceeds the appropriate limit set under the Act. This is defined in the Fees and Appropriate Limit Regulations and currently stands at 2.5 days or 18 hours. In this case we are denying the response under this FOIA exemption; 12. (1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

For information NCC responded to a similar Freedom of information request which is available on our disclosure log via the following link:

<http://www.nottinghamshire.gov.uk/council-and-democracy/freedom-of-information/disclosure-log/information-about-cyber-attacks>

[3.2] Please may you provide me with a list of details regarding these incidents (i.e. when they occurred, how they occurred, whether information was exposed, and how the incident was handled, if recorded as a crime by the police and/or whether the National Cyber Security Centre was informed).  
N/A

If you are unhappy with the way your request was dealt with and wish to make a complaint, please write to the Team Manager, Complaints and Information, County Hall, West Bridgford, Nottingham, NG2 7QP or e-mail [foi@nottscc.gov.uk](mailto:foi@nottscc.gov.uk) quoting the reference above.

Following this, if you remain dissatisfied, you can apply to the Information Commissioner, however, the Information Commissioner does not usually make a decision unless you have exhausted the procedure provided by the County Council. The information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 0303 123 1113 or 01625 54 57 45  
[www.ico.org.uk](http://www.ico.org.uk)

With kind regards

Lorraine Hayes  
Complaints Information & Mediation Officer  
Complaints & Information Team  
Resources Department  
Nottinghamshire County Council  
West Bridgford  
Nottingham  
NG2 7QP  
0115 97 72788