
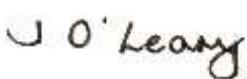


# SHINE Data Breach Policy



**Management log**

**Document** Data breach policy  
**Author** Data protection officer (DPO)  
**Person responsible for the document** DPO  
**Date approved** 19 November 2020  
**Date issued** 20 November 2020  
**Review period** Annual  
**Next review** Autumn 2021  
**Reviewer** Board's policy committee  
**Signed** Signed

**Chair of the Board** CEO

**Document history**

Version	Date authored	Author	Date approved	Date issued	Comments
V1	May 2018	Lauren Cartwright	30 May 2018	1 June 2018	To support SHINE's suite of data protection policies to comply with regulations
V2	June 2018	Lauren Cartwright	20 June 2019	21 June 2019	Reviewed to support SHINE's suite of data protection policies to comply with regulations
V3	November 2020	Lauren Cartwright	19 November 2020	20 November 2020	Reviewed to support SHINE's suite of data protection policies to comply with regulations

Please note that the version of this document contained at <http://www.shine-mat.com/gdpr/> is the only version that is maintained.

Any printed copies should therefore be viewed as 'uncontrolled' and as such, may not necessarily contain the latest updates and amendments.

### Related policies

Policy	Website link
Data protection	<a href="http://www.shine-mat.com/gdpr/">http://www.shine-mat.com/gdpr/</a>
Subject access request	<a href="http://www.shine-mat.com/gdpr/">http://www.shine-mat.com/gdpr/</a>
Privacy notices	<a href="http://www.shine-mat.com/gdpr/">http://www.shine-mat.com/gdpr/</a>

## Contents

1	Policy Statement.....	4
2	About this policy.....	4
3	Definition of data protection terms .....	5
4	Identifying a Data Breach .....	5
5	Internal Communication.....	5
6	Reporting a data breach upon discovery .....	5
7	Investigating a suspected data breach .....	6
8	External communication.....	8
9	Producing an ICO breach notification report .....	10
10	Evaluation and response.....	11

## 1 Policy Statement

1.1 SHINE Multi Academy Trust (SHINE) is committed to the protection of all **personal data** and **special category personal data** for which we are the **data controller**.

1.2 The law imposes significant fines for failing to lawfully **process** and safeguard **personal data** and failure to comply with this policy may result in those fines being applied.

1.3 All members of our **workforce** must comply with this policy when **processing personal data** on our behalf. Any breach of this policy may result in disciplinary or other action.

## 2 About this policy

2.1 This policy informs all of our **workforce** on dealing with a suspected or identified data security breach.

2.2 In the event of a suspected or identified breach, SHINE must take steps to minimise the impact of the breach and prevent the breach from continuing or reoccurring.

2.3 Efficient internal management of any breach is required, to ensure swift and appropriate action is taken and confidentiality is maintained as far as possible.

2.4 SHINE must also comply with its legal and contractual requirements to notify other organisations including the Information Commissioners Office (“the ICO”) and where appropriate **data subjects** whose **personal data** has been affected by the breach.

This includes any communications with the press.

2.5 Failing to appropriately deal with and report data breaches can have serious consequences for SHINE and for **data subjects** including:

2.5.1 identity fraud, financial loss, distress or physical harm;

2.5.2 reputational damage to SHINE; and

2.5.3 fines imposed by the ICO.

### 3 Definition of data protection terms

3.1 All defined terms in this policy are indicated in **bold** text, and a list of definitions is included in Annex 2 to this policy.

### 4 Identifying a Data Breach

4.1 A data breach is a **breach of security** leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, **personal data**.

4.2 This could be the result of a breach of cyber security, such as a hack or virus, or it could be the result of a breach of physical security such as loss or theft of a mobile device or paper records. A data breach includes loss of data and so does not have to be the result of a conscious effort of a third party to access the data. Some examples of potential data breaches are listed below:

- 4.2.1 Leaving a mobile device on a train;
- 4.2.2 Theft of a bag containing paper documents;
- 4.2.3 Destruction of the only copy of a document; and
- 4.2.4 Sending an email or attachment to the wrong recipient; and
- 4.2.5 Using an unauthorised email address to access personal data; and
- 4.2.6 Leaving paper documents containing personal data in a place accessible to other people.

### 5 Internal Communication

5.1 Reporting a data breach upon discovery;

5.1.1 If any member of our **workforce** suspects, or becomes aware, that a data breach may have occurred (either by them, another member of our **workforce**, a **data processor**, or any other individual) then they must contact the Data Protection Officer ("the DPO") immediately at: Data Protection Officer for SHINE Multi Academy Trust - Lauren Cartwright - [admin@shine-mat.com](mailto:admin@shine-mat.com) or 0115 9786351 or 0737 6800 653

5.2 The data breach may need to be reported to the ICO and notified to **data subjects**. This will depend on the risk to **data subjects**. The DPO must always be consulted in making a decision as to whether to report a data breach to the ICO. Initial investigations will inform as to whether the data breach should be reported.

5.3 If it is considered to be necessary to report a data breach to the ICO then SHINE must do so within 72 hours of discovery of the breach.

5.4 SHINE may also be contractually required to notify other organisations of the breach within a period following discovery.

5.5 It is therefore critically important that whenever a member of our **workforce** suspects that a data breach has occurred, this is reported internally to the DPO immediately.

5.6 Members of our **workforce** who fail to report a suspected data breach could face disciplinary or other action.

## 6 Investigating a suspected data breach

6.1 In relation to any suspected data breach the following steps must be taken as soon as possible. These do not have to be carried out as individual tasks, and the most appropriate way of dealing with any breach will depend on the nature of the breach and the information available at any time.

### ***Breach minimisation:***

6.2 The first step must always be to identify how the data breach occurred, the extent of the data breach, and how this can be minimised. The focus will be on containing any data breach, and recovering any **personal data**. Relevant departments must be involved, such as IT, to take technical and practical steps where appropriate to minimise the breach. Appropriate measures may include:

6.2.1 remote deactivation of mobile devices;

6.2.2 shutting down IT systems;

6.2.3 contacting individuals to whom the information has been disclosed and asking them to delete the information; and

6.2.4 recovering lost data.

***Breach investigation:***

6.3 When SHINE has taken appropriate steps to minimise the extent of the data breach it must commence an investigation as soon as possible to understand how and why the data breach occurred. This is critical to ensuring that a similar data breach does not occur again and to enable steps to be taken to prevent this from occurring.

6.4 Technical steps are likely to include investigating, using IT forensics where appropriate, to examine processes, networks and systems to discover:

6.4.1 what data/systems were accessed;

6.4.2 how the access occurred;

6.4.3 how to fix vulnerabilities in the compromised processes or systems;

6.4.4 how to address failings in controls or processes.

6.5 Other steps are likely to include discussing the matter with individuals involved to appreciate exactly what occurred and why, and reviewing policies and procedures.

***Breach analysis:***

6.6 In order to determine the seriousness of a data breach and its potential impact on **data subjects**, and so as to inform SHINE as to whether the data breach should be reported to the ICO and notified to **data subjects**, it is necessary to analyse the nature of the data breach.

6.7 Such an analysis must include:

6.7.1 the type and volume of **personal data** which was involved in the data breach;

6.7.2 whether any **special category personal data** was involved;

6.7.3 the likelihood of the **personal data** being accessed by unauthorised third parties;

6.7.4 the security in place in relation to the **personal data**, including whether it was encrypted;

6.7.5 the risks of damage or distress to the **data subject**.

6.8 The breach notification form annexed to this policy must be completed in every case of a suspected breach, and retained securely, whether or not a decision is ultimately made to report the data breach. This will act as evidence as to the considerations of SHINE in deciding whether or not to report the breach.

## 7 External communication

7.1 All external communication is to be managed and overseen by the Data Protection Officer.

### ***Law Enforcement***

7.2 The DPO will assess whether the data breach incident requires reporting to any law enforcement agency, including the police. This will be informed by the investigation and analysis of the data breach, as set out above.

7.3 DPO shall coordinate communications with any law enforcement agency.

### ***Other organisations***

7.4 If the data breach involves **personal data** which we process on behalf of other organisations, then we may be contractually required to notify them of the data breach.

7.5 SHINE will identify as part of its investigation of the data breach whether or not this is the case and any steps that must be taken as a result.

### ***Information Commissioner's Office***

7.6 If SHINE is the **data controller** in relation to the **personal data** involved in the data breach, which will be the position in most cases, then SHINE has 72 hours to notify the ICO if the data breach is determined to be notifiable.

7.7 A data breach is notifiable unless it is unlikely to result in a risk to the rights and freedoms of any individual. The [DPO] will make an assessment of the data breach against the following criteria taking into account the facts and circumstances in each instance:

7.7.1 the type and volume of **personal data** which was involved in the data breach;

7.7.2 whether any **special category personal data** was involved;

7.7.3 the likelihood of the **personal data** being accessed by unauthorised third parties;

7.7.4 the security in place in relation to the **personal data**, including whether it was encrypted;

7.7.5 the risks of damage or distress to the **data subject**.

7.8 If a notification to the ICO is required, then see part 7 of this policy below.

***Other supervisory authorities***

7.9 If the data breach occurred in another country or involves data relating to data subjects from different countries, then the [DPO] will assess whether notification is required to be made to supervisory authorities in those countries.

***Data subjects***

7.10 When the data breach is likely to result in a high risk to the rights and freedoms of the **data subjects** then the **data subject** must be notified without undue delay. This will be informed by the investigation of the breach by SHINE.

7.11 The communication will be coordinated by the [DPO] and will include at least the following information:

7.11.1 a description in clear and plain language of the nature of the data breach;

7.11.2 the name and contact details of the [DPO];

7.11.3 the likely consequences of the data breach;

7.11.4 the measures taken or proposed to be taken by SHINE to address the data breach including, where appropriate, measures to mitigate its possible adverse effects.

7.12 There is no legal requirement to notify any individual if any of the following conditions are met:

7.12.1 appropriate technical and organisational protection measures had been implemented and were applied to the data affected by the data breach, in particular, measures which render the data unintelligible to unauthorised persons (e.g. encryption);

7.12.2 measures have been taken following the breach which ensure that the high risk to the rights and freedoms of the data subject is no longer likely to materialise;

7.12.3 it would involve disproportionate effort to contact individuals. In which case a public communication or similar equally effective measure of communication to the data subjects shall be issued.

7.13 For any data breach, the ICO may mandate that communication is issued to **data subjects**, in which case such communication must be issued.

### **Press**

7.14 Staff shall not communicate directly with the press and shall treat all potential data breaches as confidential unless otherwise instructed in writing by the [DPO].

7.15 All press enquiries shall be directed to the Data Protection Officer.

## **8 Producing an ICO breach notification report**

8.1 All members of our **workforce** are responsible for sharing all information relating to a data breach with the [DPO], which will enable the annexed Breach Notification Report Form to be completed.

8.2 When completing the attached Breach Notification Report Form all mandatory (\*) fields must be completed, and as much detail as possible should be provided.

8.3 The DPO may require individuals involved in relation to a data breach to each complete relevant parts of the Breach Notification Form as part of the investigation into the data breach.

8.4 If any member of our **workforce** is unable to provide information when requested by the DPO then this should be clearly reflected in the Breach Notification Form together with an indication as to if and when such information may be available.

8.5 In the wake of a data protection breach, swift containment and recovery of the situation is vital. Every effort should be taken to minimise the potential impact on affected individuals, and details of the steps taken to achieve this should be included in this form.

8.6 The ICO requires that SHINE send the completed Breach Notification Form to [casework@ico.org.uk](mailto:casework@ico.org.uk), with 'DPA breach notification form' in the subject field, or by post to: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## 9 Evaluation and response

9.1 Reporting is not the final step in relation to a data breach. SHINE will seek to learn from any data breach.

9.2 Therefore, following any breach an analysis will be conducted as to any steps that are required to prevent a breach occurring again. This might involve a step as simple as emailing all relevant members of our **workforce** to reinforce good practice, or providing additional training, or may in more serious cases require new technical systems and processes and procedures to be put in place.