

How to
report a
Data Breach

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Barnardo's

When do you need to report a Data Breach?

- A personal data breach can be broadly defined as a security incident that has affected the confidentiality, integrity or availability of personal data.
- It is a personal data breach whenever any personal data is lost, destroyed, corrupted or disclosed; if someone accesses the data or passes it on without proper authorisation; or if the data is made unavailable, for example, when it has been encrypted by ransomware, or accidentally lost or destroyed. Disclosing information to someone within Barnardo's that shouldn't see it, or someone in Barnardo's accessing information that they shouldn't, is still a breach, and should be reported.
- You will need to report a data breach through our online platform OneTrust.

The link to access OneTrust is the following: barnardos.my.onetrust.com

This is the Self-Service Portal; you will be able to report a Data Breach or Cyber Incident by pressing the launch button.

The screenshot displays the 'Assessments' page in the Self-Service Portal. The top navigation bar includes the Barnardos logo, a notification bell with '10', and the user name 'Barnardos'. The left sidebar shows 'SELF SERVICE PORTAL' and 'Assessments'. The main content area features a 'Report a Data Breach' card with a 'Launch' button circled in red. Below this is a table of assessments.

ID	Name	Stage	Approver	Deadline	Primary Record
821	210903 - dpo - data bre...	Under Review	----	----	----
820	210309 - DPO - SAR - Da...	Not Started	----	10/03/2021 01:00 AM	----
819	210309 - DPO - SAR	Completed	----	----	----

You will need to name your assessment. Naming convention guidance is provided on the launch page. Press launch once you have named the assessment.

SELF SERVICE PORTAL

Launch Assessment

Self-Service Portal > Report a Data Breach

Launch Assessment

Please use the following naming convention for your 'Report A Data Breach' assessment:

Date of Report (DDMMYY format) - Data Breach - Name of Business Department/Service

e.g. 061121 - Data Breach - Data Protection Office

*** Assessment Name**

Cancel

Launch

Please read the important information on the welcome page, then navigate to the first question using the arrows. You can navigate throughout the assessment to different sections using the arrows. Alternatively, you can use the left-hand side bar to also navigate.

SELF SERVICE PORTAL

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221121 - Data Breach - Data Protecti... Not Started 1/22 5%

Assessments

Report a Data Breach

Show All Questions

Welcome

Basic Details About Incident * 7 >

Tell us more * 5 >

Taking Action * 1 >

About ownership of data * 6 >

Potential consequences of the breach * 1 >

Submit >

Welcome to Barnardo's Report a Data Breach tool.

IMPORTANT INFORMATION TO NOTE BEFORE COMPLETION OF THIS FORM:

Please do not include any of the personal data involved in the breach when completing this form. For example, do not provide the names of data subjects affected by the breach. If we need this information, we will ask for it later.

It is important that we DON'T tell affected data subjects about the breach until after we have completed an investigation and established the facts.

< > Submit

Most of the questions are self-explanatory, therefore we have only picked out questions where you may need additional support. The end of this PowerPoint also offers advice on how to submit this assessment.

It is important to note that you should answer all questions required, if you are unsure about an answer to a question please select 'not sure' and move on.

The assessment is designed with logic built in, so it only shows you the questions you need to respond to. You should therefore not be alarmed with the question numbering.

The first question is pre-filled for you.

1.1

Report An Incident.

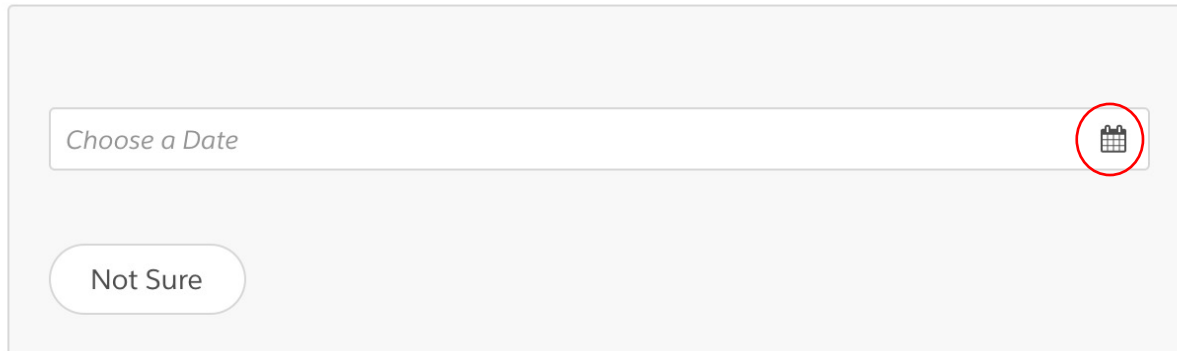
Include as many relevant details about what happened, as possible.

A reminder: Please do not include any of the personal data involved in the breach/incident when completing this form. For example, do not provide the names of data subjects affected. If we need this information, we will ask for it later.

i This question will create a new incident.

Please answer this question by clicking the calendar icon and selecting the closest time/date.

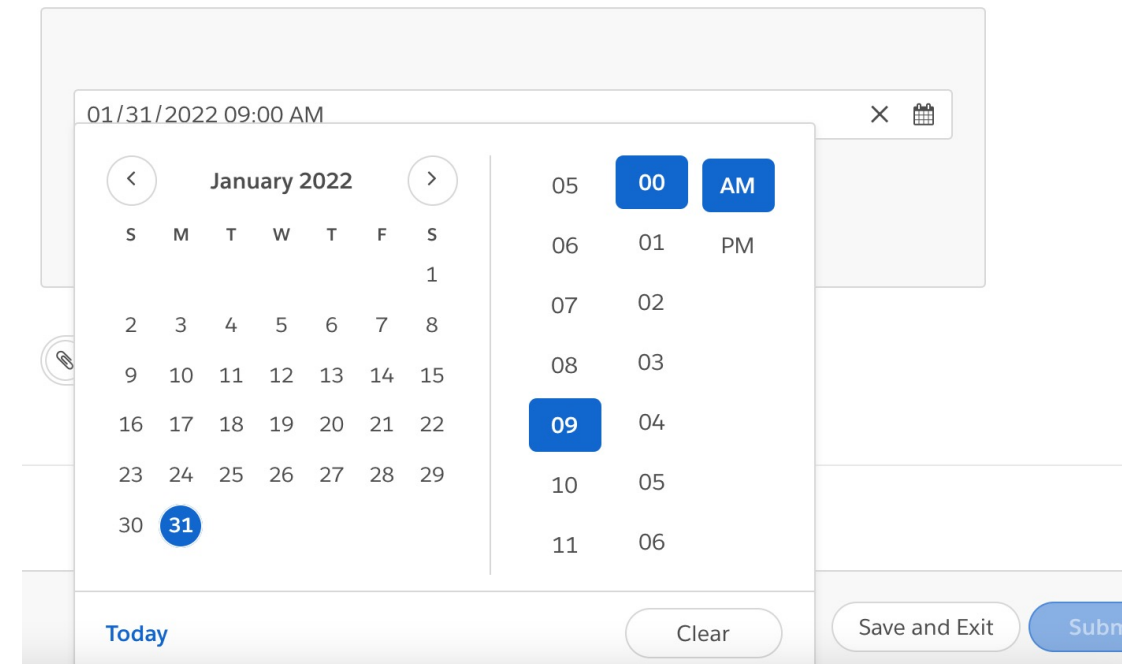
1.17* When did you discover/find the breach/incident?



The screenshot shows a form with a text input field containing the placeholder text "Choose a Date". To the right of the input field is a small calendar icon, which is circled in red. Below the input field is a button labeled "Not Sure".

You can change the time by scrolling through the numbers and then selecting the correct number. Once you have selected the time/date, you can click off the selection box and continue with the assessment.

*When did you discover/find the breach/incident?



The screenshot shows a date and time picker interface. The date is set to 01/31/2022 and the time is 09:00 AM. The interface includes a calendar view for January 2022, with the 31st selected. The time is displayed as 09:00 AM. The interface also includes a "Today" button, a "Clear" button, and a "Save and Exit" button.

Please select either data breach or cyber incident. The examples in the description to help determine which you should select.

2.1

Are you reporting a data breach or a cyber incident?

A data breach relates to the unauthorised sharing of information about a living person, either electronically, physically or verbally.

Examples of a breach include:

- Sending an email with personal data to the wrong person
- Leaving documents containing personal data in a public place
- Having a phone conversation about a service user where you can be heard by members of the public
- Sending pre-completed templates to new supporters/service users

A cyber incident is a breach of a systems' security, that could affect the confidentiality, integrity, and or availability of a system(s). It could also be unauthorised access or attempted access to a system(s).

Examples of an incident include:

- Attempt to gain unauthorised access to a system or data e.g. phishing email
- Unauthorised use of systems for processing or storing data e.g. sharing account details
- Change to system firmware, software or hardware without the system owner's consent
- Malicious disruption or a denial of service

Data Breach

Cyber Incident

Please use the textbox to explain in as much detail as possible what happened.

2.8

***What happened?**

Tell us as much as you can about what happened, what went wrong and how it happened?
What caused the data breach/cyber incident?
Remember: please do not include any personal information in this form.

B I U S Ix " ☰ ☷ ☹ ☺ ☻ ☼ ☽ ☾ ☿ ♁ ♃ ♅ ♇ ♉ ♋ ♍ ♏ ♐ ♑ ♒ ♓

Enter your answer here.



Reminder: do not include any personal information

Please select all personal data categories which are involved in the data breach or cyber incident.

2.10

* Categories of personal data, please select all that apply.

Select all that apply:

Basic personal identifiers, (Name, contact details, etc)

Criminal Convictions, offences (DBS data)

Data revealing racial or ethnic monitoring

Economic and financial data (credit card numbers, bank details)

Gender reassignment data

Genetic or biometric data

Health and Social Care Data

Identification data (usernames/passwords)

Not yet known

Official documents (Driving License, Passports, etc)

Political Opinions

Sexual orientation data

Trade union membership

Justify your answer below.

Enter Justifications here.

Use the 'justify your answer' textbox if there are any further personal data categories involved which are not listed

For the remaining questions, follow the instructions and please select the most appropriate option for each question.

This question is mostly relevant only for children's services. If unsure, please select 'not sure'.

4.1

***What is Barnardo's role?**

Data controller

Co-controller/ Joint-controller

Data Processor

Not Sure



Time to submit! Once you have reached this section, you have reached the end of this assessment.

6.1

Thank you, it is time to submit this breach report!

Thank you for completing the 'report a breach' assessment form. It is important you report this data breach as soon as possible, so **before exiting please ensure you click the blue 'submit' button.**

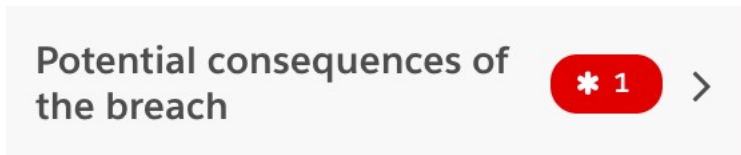


Ready to submit?

If you have left mandatory questions unanswered, the submit button will be greyed out:



If this is the case, please go back through to ensure you have not missed any questions. Unanswered questions will show in each section as a red warning button on the left-hand navigation panel. Click on each red button to navigate you to each unanswered question.



Once all mandatory questions are completed, the 'submit' button will be blue and you can submit:

