SECURITY INCIDENT LOG

DETAILS	DATE OCCURRED	WHERE INCIDENT OCCURRED	REPORTED BY	ACTION TAKEN AND OUTCOME	CLASSIFICATION	REPORTED TO SECURITY COMM
Person taking photographs outside of building	21/10/2002	Outside Wycliffe House	[redacted]	Enquiries made with man taking photographs. Reporter working for Wilmslow Express Advertiser [redacted]	Very Low	No
Some personnel documents available to all staff on system. Other documents which should have limited audience also available	23/10/2002	Whole office	[redacted]	Review of that section of system and access privileges amended.	Medium	No
Assessment papers attached to press cuttings and circulated round the office.	09/01/2003	Whole office	[redacted]	Error by post room. Cuttings retrieved and e-mail sent to those involved advising of situation.	Very Low	No
Theft of small amount of money from someone in Wycliffe House	22/01/2003	Wycliffe House	[redacted]	Being dealt with by Personnel Department	Very Low	No
[redacted] lost his investigators ID badge	00/01/2003	Unknown	[redacted]		Very Low	No
Applique trainers unsupervised in the building with Access to the network. No basic check. No contact	05/03/2003	Wycliffe House and Courthill House	[redacted]	Confirmed no contract in place. Situation explained to trainers who left the office.	Medium	No
[redacted] bag stolen in Brussels. Bag contained some restricted documents	04/03/2003	Brussels	[redacted]	Theft reported to Brussels police	Low	No
Failure to back up old Access database	00/05/2003	Wycliffe House	Discovered when attempt to access data which had been lost.	[redacted] have now put in place procedures to ensure that the system is backed up. Locked data had to be reinput.	Very Low	
Failure by [redacted] to have basic checks on their personnel, subcontractors with access to ICO system. Discovered after checks requested for new ADS. [redacted] not compliant with requirements. Assurance had been given previously to [redacted] that checks in place.	00/06/2003		[redacted]	Basic checks have been carried out by [redacted] to ensure that those with need for routined or regular access have clearance. ADS now carries a provisio for exceptional circumstances where someone without basic checks needs to access. This will be under strict supervision of someone cleared and qualified to supervise.	Medium	Yes
User name and encryption password on 2 occasions on open desks when users were absent	18-19-20/07/03	[redacted]	[redacted]	[redacted] (local administrator) identified as responsible - due to memory lapse. Advised by [redacted] that this must not be repeated. No breach of confidentiality detected.	Low	No
Filofax left in shop containing passwords	14/08/2003		[redacted]	Filofax recovered. Passwords to be changed.	Low	No
Blaster Worm infection widespread through the office	Started 08.33 on 15/08/03. Cleared but reinfected 18/08/03	ICO - [redacted]	[redacted] and other users.	Infection cleared and vulnerability fixed on 15/08/03. Reinfection on 18/08/03 due to fact that not all machines had been patched. The patch had not got to most of the machines because of the traffic on the system. However reinfection began to occur	Medium	Yes

All of CMEH users had access to everyone's inbox	02/09/2003	All CMEH users	[redacted]	Rights were immediately changed by [redacted] and incident logged. Outcome - administrator rights had been given to all CMEH users whilst carrying out work on the server	Low	Yes
A suspicion of hacking when a contact appeared to be privy to information which they would not normally be able to access i e the Commissioner's direct line number and knowledge of actions taken by ICO.	Not yet clear possibly 11/09/03 or earlier	Reported 12/09/03	MEMO &[redacted]	Enquiries underway about how this information could have been made available, or how a call could have been put through	Very Low	
Marketing forwarding all emails from their stand alone pc to their desktops using BT Internet external mail	Not sure when it started. Reported on 17/10/03	Reported 17/10/03	[redacted]	Immediately stopped. Looking at alternative ways to do this without using an external router.	Low	Yes
Visitor given access by a member of staff to ground floor secure area (Facilities)	06/11/2003	Ground Floor	[redacted]	Email warning to all staff No damage apparent. Visitor knocked at the Facilities door.	Low	
Emails being downloaded to [redacted] PDA	Jan-04		(Anon)	[redacted] warned of implications 29.01.04. Waiting for suitable encryption product.	Medium	No
Laptop sent to lab for repair without consultation	28/01/2004	ICO	[redacted]	Enquiries reveal that hard disk thought to be removed before despatch - facts to be checked. IT Security Manager informed.	Low	No
Email alert on website allows access by inputting email address of user only.	29/11/2004	Website	[redacted]	Pages withdrawn. Apology to be posted. Cause to be investigated . ?insufficient measures by [redacted] ? Contract did not specify needs/requirements. Insufficient user testing.	Medium	
Firewall RAID disk error	03/01/2004	NTWHFW01	Local Administrato	Firewall remained OK because RAID5 disk is in use, however if another disk had failed the firewall would not have been operational. 05/02/04 disk replaced and [redacted] verified the installation.	Medium	
Desk top infected with Blaster	03/02/2004	Courthill House	[redacted]	Unusual activity noted on network. Traced to 1 desktop ([redacted]). Transpired that it had Blaster infection though no apparent symptoms. Patch was corrupted. Not know if patch always been corrupt or whether later infection though not originally injected. Important question is why [redacted] did not pick this up. New patch applied and cured infection.	Medium	
Vulnerabilities on the servers	10/02/2004	Wycliffe House	[redacted]	Apparently a consequence of the red alert - under investigation	Medium	
Theft of mobile phone from [redacted] Room on ground floor. When called the phone it was switched off	24/02/2004	Left on desk unattended Missing when returned.	[redacted]	All staff email sent and office searched. Phone not recovered. Keypad lock has now been put on [redacted] room which is to be locked whenever it is unattended	Medium	Yes
Loss of correct access privileges on internet reports So far only [redacted] appears to have been aware of the ability to view these.	Discovered early April 04 - reported to security 08.04.04	System	[redacted]	Correct access privileges restored by [redacted] Privileges to be checked whenever a report is run Further means of securing access being considered	Medium	

MP letter relating to assessment	29/06/2004	Found under photocopier on ground floor	[redacted]	Memo to [redacted] and [redacted] requesting reminders to staff, including officer concerned.	**Very Low**	No
Malware possibly a Trojan. discovered on Web 01 and ESD server. Discovered when patch being applied.	24/07/2004	Servers	[redacted]	Servers were not live on the network but under UAT. Reported by [redacted] software. Servers now completely disconnected from internet and isolated from network whilst under investigation. As at 27/07/04 the infection had not been discovered. If it is not identified, and the remedial patch applied then the server will need rebuilding from scratch	**Medium**	It will be at next meeting
[redacted] disclosed her passwords to a temporary (2 weeks service) member of staff	1st week August 04	Laptop	[redacted]	Laptop returned for rebuilding because an incomplete number of passwords were supplied and the machine was locked out. As such there was no actual breach. The packing in which it was sent was inadequate. Royal mail was used and not a courier. A subsequent laptop was also locked out. Spoke to [redacted]	**Medium**	
Attempted cheque fraud. Cheque for £17,625 written for [redacted] altered and paid into different account. See file V0322	02/09/2004	As yet unknown	[redacted]	Cheque stopped. Police contacted. Incident No [redacted]	**Medium**	Yes
Burglary of Town House	03/03/2005	Town House 1st Floor mainly affected	[redacted]	Internal door on 1st floor was forced and 8 laptops, laptop bags and projector were stolen. Police contacted. They attended - seen by [redacted] System also checked which revealed that entry to the ground floor had also been attempted. There was a bried period between the attempt on the ground floor and the entry of the first when it was assumed that the 2nd Floor was also visited. (Tenants above were alerted.) After investigation it transpired that the security guard had opened the building at 6.30am which had meant that for 40 minutes IC O floors were unattended. Entry was made at approximately 6.50. Remedial action was taken. - The lock on the external door which the landlord had failed previously to mend successfully was corrected. - Intructions were given to lock all separate offices at night. - All laptops are to be locked up [redacted] - Coloured film has been attached to the doors in Town HOuse to obscure the view of the interior from the outside. (This had to be removed freom groundfloor windows in work areas because of the restriction on the lgiht. Loss £18-20,000. All laptops were encrypted, No susbesquent report of any discoosure of information has been received.	**Medium**	Yes
Man found outside Town House Boardroom	09/09/-5	Town House ground floor	[redacted]	Man was approached and asked what he was doing - delivering leaflets. [redacted] escorted him out of the building.	**Low**	Yes
IT Virus	22/09/2005	Email system	[redacted]	Email containing virus deleted from system - email sent to all staff re vigilance by [redacted]	**Medium**	Yes
2 women found in lobby of Town House	13/01/2006	Town House lobby - they did not through swipe card door	[redacted]	Women approached and asked what they were doing. They were wanting to see the Facilities Manager Directed to Wycliffe reception.	low	Yes
Damage to doorframe. looks as if there may have been an attempt at a forced entry	27/01/2006	Edinburgh Office	[redacted]	The damage will be repaired as a matter of priority by [redacted] Requested that [redacted] keeps us informed of any future developments	Low	Yes

On a number of occasions over the last two to three weeks [redacted] found his internal office door left unlocked by the cleaners. After a couple of episodes, he left a note asking them to ensure it was locked after cleaning but had to leave a reminder again on Friday evening. External door from offices to the staircase had been left ajar. The internal doors HAD been locked but, nevertheless, the security of our offices had been severely compromised.	27/02/2006	Edinburgh Office	[redacted]	To be discussed as an Agenda item at the forthcoming House Committee meeting.	**Medium**	Yes
[redacted] office door was unlocked and the door to the staircase was ajar again this morning.	28.02.06	Edinburgh Office	[redacted]	[redacted] to ensure matter is raised with urgency with the cleaners and will report back. 01/03/06 Cleaning Manager provided assurance that the matter will be dealt with the upmost urgency and it won't happen again.	**Medium**	Yes
Swipe system shown up a security alert, some one used a swipe card to gain entry to Town House at around 10.50am	02.03.06	Townhouse	[redacted]	Email sent by [redacted] to check if this was a member of staff. [redacted] used an old card - card now returned to Facilities and destroyed.	**Very Low**	Yes
Townhouse door unlocked - building could be entered by anybody. Drinks machine maintenance man found using this entrance without authorisation	17/03/2006	Townhouse	[redacted]	Facilities aware of problem with the door - landlord due to be getting it fixed w/c 20/03/06. The door was not open in the morning when [redacted] opened up the building. The locks that do work were re-locked.	**Medium**	Will be at next meeting to reinforce security issues at Wycliffe
[redacted] was working in the office after agreed closing time of 19:00. [redacted] walked out of building at 19:10 leaving it unsecured with [redacted] left alone on site without alarm code or key to lock door.	17/05/2006	Wycliffe House	[redacted]	[redacted] will make announcement at 18:50 to remind everyone in the building that the office will be closing and that they should pack up now. [redacted] proposing to meet with [redacted] representative to express dissatisfaction.	**Medium**	

	Finance Department, Townhouse	[redacted]	incident logged	**Medium**	Raised 26/10/07
Cheque fraudulently altered. The discrepancy had come to light while a member of staff had been undertaking the bank reconciliation. Having examined the fraud procedure, the finance team manager was questioned about this then asked to check whether or not there were any discrepancies with any of the other cheques that had been sent out with the one that had been fraudulently altered. He did this and it was established that all the other cheques from that date (12 October 2006) had all been correctly paid into the appropriate bank accounts. Under the circumstances, it seemed to that this was a strong indication that the cheque had been altered either whilst it was in the postal system, or following receipt by the addressee.					
[redacted] has previously noted the cleaners failure to lock the doors of the ICO offices in the "communication book" held at Reception on 4th Sept – this morning, just a fortnight later, I entered the office to find that both internal doors had not only been left unlocked, they had been left wedged open. As you will appreciate, this is totally unacceptable.	19/09/2006	Scottish Office, Thistle Street	[redacted]	[redacted] been informed by [redacted]	**Medium**	To be raised 20/10/2006
Main door to office left on the snub over night	09/10/2006	Scottish Office, Thistle Street	[redacted]	[redacted] been informed by [redacted]	**Medium**	To be raised 20/10/2006
Staff collection for member of staff in legal department (estimated at £25-£30) mislaid	17/10/2006	Wycliffe House [redacted]	[redacted]	All staff email sent by [redacted] "A collection for a member of staff in legal has been lost. Please could everyone check on and around their desks as a matter of urgency to see if they have it. If it is found please could you let me or [redacted] know immediately. Incident reported to Wilmslow Police.	**Medium**	
Used matches found in shred it bin on top of paper waste.	23/11/2006	Wycliffe House	[redacted]	Message sent to all staff to confirm spent matches must not be disposed of internally within building [redacted] now checks recycle bins on security/fire patrols	**Medium**	
Caller to notification helpline gave name of Osama Bin Laden. When asked "what is your nature of business" he replied "bombs" whilst laughing, then hung up.		Notification department	[redacted]	Due to details given by helpline operator i.e. suspected prank call, no further action taken. Incident reported to [redacted]	**Very Low**	

£4020 withdrawn from ICO account. Chaps payment presented at Halifax in Brixton with incorrect ICO signature. Cashier authorised transaction even though bank verification system should have spotted incorrect signature	06/03/2007	Halifax, Brixton	[redacted]	Incident recorded with Cheshire police 6/3/7 by [redacted] pursuing high priority investigation.	**Medium**
Confidential waste paper found in bin.	24/04/2007	Millbank	[redacted]	Shredded	**Medium**
Fraudulent cheque spotted going through administration bank. Chq no 012238 for £3,307.60 Should have been made payable to [redacted] but had been changed to [redacted]	02/08/2007	Town House Accounts Dept	[redacted]	[redacted] Bank contacted and cheque stopped and funds to be returned to ICO. Incident reported to Police Incident ref. 344 2 August). [redacted] has passed incident number onto [redacted] Fraud department.	**Medium**
Audit Report papers found during a move of desks in town house	09/08/2008	Town House 1st Floor	[redacted]	Returned to Audit/[redacted]	**Low**
Sensitive papers left in Wycliffe Kitchen. Papers were part of an FoI Complaint and were the withheld information the complainant was seeking access to. Complainant was for a meeting that day.	07/08/2008	Wycliffe House	[redacted] reported to [redacted]	Papers returned to Investigations	**Medium**
User selecting website from Google search got pop-up window saying virus present. Reported to IT Service Delivery and instructed to close window. Application started running so the user was instructed to turn PC off immediately.	18/09/2009	Wycliffe House - (Corporate Support Unit)	[redacted] reported to [redacted] [redacted] advised under call ref: 857210	PC taken off network and full virus scan run - no infection found. [redacted] asked to review firewall and 'perimeter' security.	**Medium**
User unlocked machine on returning to his desk to see Microsoft download window active (waiting for user prompt)	22/09/2009	Town House (Notifications Department)	[redacted] raised issue. Logged with [redacted] service desk by [redacted] [redacted] under [redacted]	PC taken off network and full virus scan run - no infection found. [redacted] asked to review firewall and 'perimeter' security.	**Medium**
Register entry [redacted] amended by unrelated third party submitting amendments. Alerted when data controller received confirmation of changes	19/01/2010	Notification department	[redacted]	Discussed with [redacted] to ensure checks are being carried out before amendments are made.	**Low**
CD with withheld Information found in disk drive when decommissiing old hard drives	12/12/2010	FOI operations - [redacted] computer	[redacted]	Caseworker and manaager made aware	**Medium**
Letter from CST sent to wrong customer. Included in envelope with customers own letter	25/01/2010	Wycliffe House - CST	[redacted]	Reiteratre to staff to be aware when sending out correspondence. Investigation into secure printing	**Medium**
Document marked as secret sent to us by another PA [redacted] mislaid.	08/01/2010	Wycliffe House - FOI operation	[redacted]	document was eventually located as being in [redacted] office as the PA had marked ifi for his attention rather than the case officer	**Medium**
A number of Capita document in normal waste bin	05/01/2010	Town House - 1st floor	[redacted]	Reminder issued to all [redacted] staff working on site.	**Medium**

A number of PC carcasses were sent to a recycling centre in Belfast	Northern Ireland office	[redacted]	Investigation and incident report with reccomendations produced.	low	yes May 2010
An internal job applicant received names and home addresses of external applicants	Organisational development	[redacted]	Incident report produced by [redacted]	Low	yes May 2010
The union filing cabinet was labelled for disposal whilst full of papers	Wycliffe House	[redacted]	Reminders issued to [redacted]	Medium	yes May 2010
Staff raise concerns about casework file covers in skips	Wycliffe House		Reminders about secure disposal reissued	Medium	
[redacted]	[redacted]	[redacted]	[redacted]	High	yes July 2010
[redacted] 10/07/2010	[redacted] Wycliffe House	[redacted]	[redacted]	High	
A Meridio search gave a user access to documents which should not have been available to him	Town House First Floor	[redacted]	permissions removed. Any changes to configurations to be tested	Medium	yes July 2010
Organisational development distribution list contained the names of 3 staff not in that department	Town House First Floor	[redacted]		medium	
Envelope addressed to [redacted] marked 'Confidential' from the [redacted] was not sealed. It is not clear whether it had ever been sealed. Contents are [redacted] Correspondence classed as Confidential, A schedule of docs classified as Confidential- not to be passed to Requestor, A digest of information- unclassified and a schedule of documents- unclassified - may be passed to the requestor. [redacted] 07/01/2011	Wycliffe House	[redacted]			
Security Officer became aware during his walkabout [redacted] 22/03/2011	Wycliffe House 2nd Floor	Security Officer to [redacted]	[redacted]		