

8 June 2018

Dear Sirs,

Please find attached a personal data breach notification form. You will see there are some data fields missing information, however we are hoping to have this information early next week and we will of course send this over to you as soon as possible.

If you have any queries in the meantime, please contact my colleague [REDACTED] (contact details within the form) [REDACTED].

Kind regards

[REDACTED] | BUK and Cards & Payments BI  
Tel [REDACTED] | Email [REDACTED] | 1 Churchill Place, London E14 5HP  
Respect | Integrity | Service | Excellence | Stewardship  
Creating opportunities to rise

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# Report a personal data breach

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.

If you have already spoken to a member of ICO staff about this breach, please give their name:

Report type

- ☒ Initial report  
☐ Follow-up report

(Follow-up reports only) ICO case reference:

## About the breach

What has happened?

Tell us as much as you can about what happened, what went wrong and how it happened.

A customer requested duplicate statements to be delivered to their address, however within their envelope they received another customers statements which covered a 12 month period. The customer who incorrectly received the statements have returned these to Barclays.

Was the breach caused by a cyber incident?

- ☐ Yes  
☒ No  
☐ Don't know

How did you find out about the breach?

The individual who received the incorrect statements returned these to their local branch.

When did you discover the breach?

Date: Unknown at present

Time:

When did the breach happen?

Date: Unknown at present

Time:

Categories of personal data included in the breach (tick all that apply)

- ☐ Data revealing racial or ethnic origin
- ☐ Political opinions
- ☐ Religious or philosophical beliefs
- ☐ Trade union membership
- ☐ Sex life data
- ☐ Sexual orientation data
- ☐ Gender reassignment data
- ☐ Health data
- ☒ Basic personal identifiers, eg name, contact details
- ☐ Identification data, eg usernames, passwords
- ☒ Economic and financial data, eg credit card numbers, bank details
- ☐ Official documents, eg driving licences
- ☐ Location data
- ☐ Genetic or biometric data
- ☐ Criminal convictions, offences
- ☐ Not yet known
- ☐ Other (please give details below)

Number of personal data records concerned?

1

How many data subjects could be affected?

1

Categories of data subjects affected (tick all that apply)

- ☐ Employees
- ☐ Users
- ☐ Subscribers
- ☐ Students
- ☒ Customers or prospective customers
- ☐ Patients
- ☐ Children
- ☐ Vulnerable adults
- ☐ Not yet known
- ☐ Other (please give details below)

Potential consequences of the breach

Please describe the possible impact on data subjects, as a result of the breach. Please state if there has been any actual harm to data subjects

The volume of transactional data included within the statements could potentially [REDACTED] However, as the incorrect recipient returned the statement to Barclays we are confident that this will not occur.

What is the likelihood that data subjects will experience significant consequences as a result of the breach?

- ☐ Very likely
- ☐ Likely
- ☐ Neutral - neither likely nor unlikely
- ☐ Unlikely
- ☒ Very unlikely
- ☐ Not yet known

Please give details



(Cyber incidents only) Has the confidentiality, integrity and/or availability of your information systems been affected?

- ☐ Yes
- ☐ No
- ☐ Don't know

(Cyber incidents only) If you answered yes, please specify (tick all that apply)

- ☐ Confidentiality
- ☐ Integrity
- ☐ Availability

(Cyber incidents only) Impact on your organisation

- ☐ High - you have lost the ability to provide all critical services to all users
- ☐ Medium - you have lost the ability to provide a critical service to some
- ☐ Low - there is no loss of efficiency, or a low loss of efficiency, and you can still provide all critical services to all users
- ☐ Not yet known

(Cyber incidents only) Recovery time

- ☐ Regular - you can predict your recovery time, with existing resources
- ☐ Supplemented - you can predict your recovery time with additional
- ☐ Extended - you cannot predict your recovery time, and need extra resources
- ☐ Not recoverable - recovery from the incident is not possible, eg backups can't be restored
- ☐ Complete - recovery is complete
- ☐ Not yet known

Had the staff member involved in this breach received data protection training in the last two years?

- ☒ Yes
- ☐ No
- ☐ Don't know

(Initial reports only) If there has been a delay in reporting this breach, please explain why

It is unknown exactly how long the Branch have been aware of the incident. We believe it could have been known about as early as Monday this week, being the 4<sup>th</sup> June.

We will be taking this matter up with the Branch concerned.

(Follow-up reports only) Describe any measures you had in place before the breach with the aim of preventing a breach of this nature\*

## Taking action

Describe the actions you have taken, or propose to take, as a result of the breach

Include, where appropriate, actions you have taken to fix the problem, and to mitigate any adverse effects, eg confirmed data sent in error has been destroyed, updated passwords, planning information security training.

The issue appears to have been human error, colleagues continually receive feedback around the importance of accuracy.

(Follow-up reports only) Outline any steps you are taking to prevent a recurrence, and when you expect they will be completed\*

Have you told data subjects about the breach?

- ☐ Yes, we've told affected data subjects
- ☐ We're about to, or are in the process of telling data subjects
- ☐ No, they're already aware
- ☐ No, but we're planning to

- ☐ No, we've decided not to
- ☒ We haven't decided yet if we will tell them or not
- ☐ Something else (please give details below)

[REDACTED]

Have you told, or are you planning to tell any other organisations about the breach?

eg the police, other regulators or supervisory authorities. In case we need to make contact with other agencies

- ☐ Yes
- ☒ No
- ☐ Don't know

If you answered yes, please specify

[REDACTED]

## About you

Organisation (data controller) name

Barclays Bank UK

Registered organisation address

1 Churchill Place

Person making this report

In case we need to contact you about this report

Name: [REDACTED]

Email: [REDACTED]

Phone: [REDACTED]

Data protection officer

Or the senior person responsible for data protection in your organisation

☐ Same details as above

Name: Jonathan Rees

Email: [REDACTED]

Phone: 

## Sending this form

### Initial report

If this is your initial report, please send your completed form to [casework@ico.org.uk](mailto:casework@ico.org.uk), with 'Personal data breach notification' in the subject field.

### Follow up report

If this is a follow up report, please *reply to the email we sent you*, attaching this completed form to it. (Make sure you leave the subject line as it is – this will ensure your follow-up gets added to your case).

OR, send by post to:

The Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Please note that we cannot guarantee security of forms or any attachments sent by email.

## What happens next?

You should read our guidance to determine what steps you should take.

Based on the information you have provided, we will contact you within seven calendar days to provide information about our next steps. If this is your initial report, we'll give you a case reference number.

If your correspondence relates to an existing case, we'll add it to your case for your case officer to consider.

If you need any help in completing this form, please contact our helpline on 0303 123 1113 (operates 9am to 5pm Monday to Friday).

For information about what we do with personal data see our [privacy notice](#).