

Data Breach Guidance for Volunteers

There are strict data breach reporting rules under General Data Protection Regulations (GDPR). The aim of this document is to explain what a data protection breach is, and what to do if your branch or group has one.

What is a data protection breach?

A data protection breach is an incident which may lead to personal data being inappropriately:

- destroyed
- altered
- shared
- accessed.

The Association recognises that in some instances data breaches are beyond our control, and that accidents happen. However, it is essential that you inform The Volunteering Team, if a breach occurs, so we can ensure that our procedures are followed, that we comply with data protection rules and that any learning is shared and acted upon appropriately. We want to support you and will work with you to minimise the impact of a data protection breach and prevent a recurrence.

Please inform us of a data protection breach promptly, as we must report serious breaches to the Information Commissioner's Office (ICO) within 72 hours.

Some examples of potential breaches

- Personal data being posted to an incorrect address which results in an unintended recipient reading that information.
- Dropping or leaving documents containing personal data in a public place.
- Personal data being left unattended at a printer enabling unauthorised persons to read that information.
- Lost memory sticks.
- Sending information to the wrong email address.
- Losing a laptop.
- Not password protecting documents which could lead to unauthorised access.
- Paper records placed in insecure recycling or garbage bins.
- Not locking away documents containing personal data (at home or at work) when left unattended.
- Verbally disclosing or discussing personal data with someone not entitled to it either by phone or in person.

How to report a breach

1. Complete the short form at the end of this document
2. Email the form to volunteering@mndassociation.org as soon as possible. Alternatively, call the Volunteering Team on 0345 604 4150.
3. A member of the Volunteering Team will call you back as soon as possible to take further information about the incident and log it.
4. The Volunteering Team will liaise with the Association's Senior Information Risk Officer to establish if the breach needs to be reported to the Information Commissioner's Office. This will only happen where a serious breach has taken place, and there has great potential to cause harm. For example, if there is a risk of fraud, high volumes of data.
5. Your ASC will work with you to develop an action plan, and to help you identify ways to prevent similar breaches occurring in the future.

Data Protection Breach Reporting Form

Name and role of person reporting breach:	
Contact details:	
Date of breach:	
Description of the breach and how it occurred:	
How did you become aware of the breach?	
Number of people affected, and type of data involved?	
What action has taken place following the breach?	
Has the data been retrieved or deleted? If yes, date and time:	
Is any other personal data exposed to similar vulnerabilities? If so, what steps have been taken to address this?	
What further action has been taken to minimise the possibility of a repeat of such a breach?	

Please send this form to volunteering@mndassociation.org or contact the Volunteering Team on 0345 604 4150 as soon as possible.