

Details of number of data breaches reported for the year 2019

Details of Breach	Any Further Action?	Location
Letter issued to [Redacted] concerning the complaint of a [Redacted]. [Redacted] address was input into the letter which should have issued to [Redacted]	Follow up with CMS to see if manual or automated error. IO is writing to both parties to apologise and is seeking the return of the letter. I have reminded the staff involved and the DDI of the importance of timely notification to the DP Unit of these instances. This was outside the 72 hr time limit before it came to my attention. lom 28-01-2019	Westmeath
Letter issued to [Redacted] regarding the complaint of [Redacted]	SCO is seeking return of letter or confirmation of destruction and issuing apology to both parties. The staff member has been alerted via CMS of action taken. Lom29-01-2019	Cork
Letters addressed to Garda [Redacted] & Garda [Redacted] forwarded to the other member.	One Garda member has returned the incorrectly addressed letter received by them. Bno contact yet from other member. Letters to issue to both members. A follow up on the return of the letter was issued 03/09/19 on 04/09/19 it was confirmed that the letter had still not been returned.	Tipperary
Unauthorised disclosure to third party following potential misdirection of post.	Request issued to third party to return letter and destroy email with attachment. Contact attempted with data subject to correct address details but no contact made to date. Instruction issued on CMS to seek Eircode and confirm address should the data subject make contact again. I have also asked CPU to make a note on their file. NFA required as per DPC today lom26/04/2019	Kerry
Letter delivered to wrong address by An Post - opened by third party but returned unread	Data Processor Agreement to be progressed with An Post and use of Eircodes to be pushed in Operations.	Offaly
Wrong Garda member associated with a complaint - same names but different members assigned to different stations. Discontinuance letter sent to wrong Garda member.	Caseworker requested to contact Garda member, offer apology, advise he will be removed from the CMS record and to return letter sent to him.	Dublin
Email sent in relation to data access request to incorrect email address. One letter was inadvertently left out of email address.	Discuss with staff member. Email issued to correct email address. Personal data in original email not of sufficient detail to impinge on their rights or freedoms.	N/A
Two Staff members from in GSOC have access to the leave records of another staff member in a different section at senior management level on the HRMS/Leave system of Peoplepoint. The issue was raised a number of months ago and Peoplepoint were instructed to rectify the matter immediately. The affected staff member reported today that the system has not still been amended. I have been assured that the staff members with access have not viewed the records in question and will not until the matter is rectified.	HR are liaising with NSSO/Peoplepoint and matter is under review to ensure no other staff members are affected. If so, the matter will be reported to the DPC. Data subject has been advised that the matter has not yet been reported and that it is under review. Also advised of right to complain to DPC. lom020819 Lesley Gray has confirmed that the matter was raised on 24 April and rectified as per the reports received by HR since then. There is no access to [Redacted] leave application nor is there any access to the PMDs, PSSC or sick leave information. The problem appears to be with the landing page on the Manager tab in the HRMS where [Redacted] can view the leave applications but cannot approve them or otherwise. With HR to progress. No report yet to DPC. lom020819	Dublin
GSOC letter to complainant sent to the incorrect recipient. Unintended recipient contacted GSOC to inform that they received the letter.	Informed by Kevin Dillon that unintended recipient has been requested to return or destroy the letter. Letter to issue to complainant from Casework advising of breach.	Leitrim
GSOC letter with consent sent to incorrect address. Inquirer had provided correct address, letter issued to incorrect address. Letter contained consent form for third party - adult, and named Garda member subject of the query.	DPC have indicated that they are closing the notification. Letters issued to two persons subject of the breach by SCO K Doherty.	Kildare
Complainant's address incorrect recorded on the CMS. Three GSOC letters issued to incorrect address. One letter outlining admissibility determination returned by Postal service stating person not known at that address.	DPC have indicated that they are closing the notification. Letter to issue to complainant by SCO Emma Peppard.	Down
Email acknowledging receipt of complaint sent to incorrect email address, one letter as inadvertently left out of email address.	GSOC ICT have reported to Case Officer Morton that the incorrect email address is not functional. No further action required.	N/A
GSOC inadmissible letter sent to [Redacted]. Letter was returned from Dun Laoghaire Garda Station. Notified that [Redacted] was retired and letter opened by current [Redacted].	Letter appears to have been issued in contravention of GSOC directive on checking of Garda Nominal Roll. Requesting Casework to re-examine the directive and procedures when dealing with complainants concerning retired members. Decision not to notify data subject as GSOC does not have private address/email address, may compound breach by requesting details from AGS, or request correspondence be forwarded by AGS. NFA from DPC - Closed	Dublin
Email acknowledgement to GSOC complaint issued to the wrong email address. Unintended recipient shares the same name as the complainant, one digit was missing from the email address to which the acknowledgement was sent.	No personal data of complainant was sent in email. Unintended recipient informed Casework of receipt of email. Follow up email issued by Casework to advise email was wrongly sent. No requirement to inform DPC or complainant as low risk breach. Unintended recipient requested to delete email.	N/A

Details of number of data breaches reported for the year 2020

Details of Breach	Any Further Action?	Location
Expenditure report wrongly sent by Justice to GSOC. Subsequently inadvertently forwarded from GSOC to GSOC accountants.	GSOC staff member has contacted accountants to request report be deleted from their email system. GSOC staff member requested to delete any copies of report they retain.	Dublin
S102 letters from GSOC IO for the attention of Minister for Justice were inadvertently sent to an old circulation list of Justice employees - previously in former Policing Division.	GSOC IO has contacted unintended recipients to request they delete emails. One mailbox is no longer active - individual has left Justice. One recipient has responded stating they will delete emails.	Dublin
Access request to CCTV footage from complainant to investigator was forwarded to DPO. When forwarding the request to the Data Protection team, email was forwarded to Data Protection Officer in Dept of Agriculture in error. Immediate recall requested but not enacted. Request sent to DPO to delete email from inbox and trash folders as soon as possible. Email contains complainant name, phone number.	GSOC DPO has requested confirmation of deletion of email from DPO Agriculture - awaiting confirmation. Lom040320	Dublin
USB key containing CCTV footage from various locations of a garda car following a suspect from late 2019 missing from an envelope sent to Garda IA. Envelope contained a letter, report and USB key in a separate small envelope marked USB key. A phonecall was recd by the IO from Garda IA reporting that both envelopes were damaged and the USB key is missing. Enquiries have established that the envelope was sent, intact in the ordinary post. The Case Owner is not available but the SIO has reported that he is unaware of what the footage depicts and if any data subjects are identifiable.	Reported to DPC. Based on information and actions taken by GSOC the DPC examination of case concluded. Recommendation to regularly review GSOC data protection policies and procedures, and ensure are regularly brought to GSOC staff's attention and review the ongoing use of USB devices.	Dublin
Complaint received from a [Redacted] and acknowledged. The email address it was acknowledged to was incorrect (should have had a digit '1' in the address). The party who received it replied stating had been issued to wrong recipient. The standard acknowledgement did not include any personal details other than the person's name which is the same as the incorrect recipient. The email address has been corrected on the CMS.	Unintended recipient to be contacted to request email be deleted and to confirm same. Case Officer Dillon requested to confirm have advised GSOC staff member of requirement of due care when handling personal data.	N/A
Theft of Staff iPhone - iPhone stolen from locked personal car on 15/07/2020 in Phoenix Park circa 5pm. Not noticed until later in the evening- ICT manager notified first. DPO notified 16/07/2020. iPhone not activated and password protected. If/when phone is turned on by a third party, data will be automatically wiped. The matter has been reported to the gardai and Corporate Services.	Although there was a delay notifying the DPO and the wipe command was not set up until approx 11:00am this morning, the phone has been monitored by IT and has not been switched on. Therefore there has been no access to the phone and no further action is required.	Dublin
Email acknowledgement of complaint received from [Redacted] sent to an incorrect email address. Recipient (of the same name and spelling as complainant) contacted GSOC to confirm. The standard acknowledgement included the CMS reference only and the incorrect email address - no other personal data is included. Correct email address is on the CMS.	As standard practice, Casework notify data subjects of the error so in this case the data subject will be notified. Unintended recipient to be contacted to request email be deleted and to confirm same. Case Officer Dillon requested to confirm have advised GSOC staff member of requirement of due care when handling personal data.	N/A
Email issued by GSOC Case Officer on Section 94 team to incorrect District Office. Copy of GSIO notification of appointment, copy of background & allegation and copy of complaint from complainant issued to Leitrim District instead of Sligo District Office.	Confirmation email received from Leitrim District Office that email has been deleted from their email system.	Leitrim
Email in relation to GSIO appointment issued to Chief Superintendent, Anglesea Street when should have issued to Assistant Commissioner South. Email contained CMS ref number and complainant's name.	Case Officer requested to contact Chief Supt Anglesea St to request email be deleted and confirm same. Confirmation received from R Costello that email has been deleted by Chief Supt Office.	Cork
Complainant left a voicemail with contact email address. Complainant did not respond to email sent to this address. Complainant subsequently contacted GSOC again and provided a different email address. Case Officer did not notice the change of email address. Complainant rang a third time and the email was re-issued to the first, incorrect email address and not the second email address as provided by the complainant in their second contact with GSOC. A third party responded to the email to advise that the email had been sent to them in error. Error regarding email addresses then established.	Case Officer has updated the CMS record with the correct email address and has responded to the unintended recipient requesting that the email be deleted.	N/A
Inadmissible email issued from Casework to wrong email address. Case Officer received a response from unintended recipient stating that email issued in error. Case Officer phoned complainant and established that email address contained a hyphen rather than an underscore - reason why email issued to wrong person. Email was handwritten on complaint form and appeared to Case Officer as containing an underscore.	Case Officer has amended email address on the CMS record. Case Officer requested to contact unintended recipient to request deletion of email.	N/A
Acknowledgement email issued to incorrect email address. Email contained CMS reference and complainant name only - recall email sent to the unintended recipient as well as request to delete the email.	Error due to human error only. Caseworker had two files open simultaneously and sent the acknowledgement of receipt of an email only to the wrong recipient. Error has been highlighted to line manager. No further action warranted at this time - Caseworker has been asked to advise if a response is received confirming deletion.	N/A
Letter to GSIO with complaint and BA Information issued via email to address as on Nominal Roll. Subsequently advised that GSIO is attached to a different Regional Office.	Email issued to wrong divisional officer re GSIO appointment and complaint details. Nominal Roll had not been updated to reflect recent change of posting. Emails to be deleted from Divisional server and sent to appropriate section of AGS where GSIO is now posted. No risk to data subject posed but I have requested that the Nominal Roll is updated to reflect the recent transfers and promotions of AGS.	Kilkenny
Email issued to unintended recipient from s.94 team - incorrect email address on [Redacted]	Email address was entered incorrectly on the CMS and two emails issued from GSOC to the address - one contained personal information of a third party however, the emails have been deleted by the unintended recipient and the address details amended on the CMS. Casework Managers have been asked to remind staff of the care and attention required when entering personal information on the CMS.	N/A
S103 update email issued by SIO William Hickey to Dept of Justice and cc'd to GSOC Secretariat. Emma Williams in GSOC Secretariat identified that letter contained the name of a third party not part of the referral.	Emma to contact SIO Hickey to advise of the error and request he consider issuing a new S103 letter and to ask the recipients to delete the original letter.	Dublin