



# Inspire Education Trust

Together we achieve, individually we grow

## Data Breach Notification Policy

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## Document History

Version	Status	Date	Author	Summary Changes
V1		Mar 21	Paul Hewitt	
V1.1		Mar 23	Martin Dorrington	Updated sections referring to DPO to include DPL and SLT, to reflect Trust now having an external DPO service. Added sections 8.3 and 6.11.3 in line with DPO guidance. Ammended Annex 1 in line with DPO guidance.

# Data Breach Notification Policy

## 1. Policy Statement

- 1.1 Inspire Education Trust is committed to the protection of all **personal data** and **special category personal data** for which we are the **data controller**.
- 1.2 The law imposes significant fines for failing to lawfully **process** and safeguard **personal data** and failure to comply with this policy may result in those fines being applied.
- 1.3 All members of our **workforce** must comply with this policy when **processing personal data** on our behalf. Any breach of this policy may result in disciplinary or other action.

## 2. About this policy

- 2.1 The Trust is committed to promoting and achieving equality of opportunity for all students, parents, staff, governors, visitors and job applicants.
- 2.2 This policy informs all of our **workforce** on dealing with a suspected or identified data security breach.
- 2.3 In the event of a suspected or identified breach, Inspire Education Trust must take steps to minimise the impact of the breach and prevent the breach from continuing or reoccurring. See annex 3 for the Breach Notification flowchart.
- 2.4 Efficient internal management of any breach is required, to ensure swift and appropriate action is taken and confidentiality is maintained as far as possible.
- 2.5 Inspire Education Trust must also comply with its legal and contractual requirements to notify other organisations including the Information Commissioners Office ("the ICO") and where appropriate **data subjects** whose **personal data** has been affected by the breach. This includes any communications with the press.
- 2.6 Failing to appropriately deal with and report data breaches can have serious consequences for Inspire Education Trust and for **data subjects** including:
  - 2.6.1 identity fraud, financial loss, distress or physical harm;
  - 2.6.2 reputational damage to Inspire Education Trust; and
  - 2.6.3 fines imposed by the ICO.

## 3. Definition of data protection terms

- 3.1 All defined terms in this policy are indicated in **bold** text, and a list of definitions is included in Annex 2 to this policy.

## 4. Identifying a Data Breach

- 4.1 A data breach is a **breach of security** leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, **personal data**.
- 4.2 This could be the result of a breach of cyber security, such as a hack or virus, or it could be the result of a breach of physical security such as loss or theft of a mobile device or paper records. A data breach includes loss of data and so does not have to be the result of a conscious effort of a third party to access the data. Some examples of potential data breaches are listed below:
- 4.2.1 Leaving a mobile device on a train;
  - 4.2.2 Theft of a bag containing paper documents;
  - 4.2.3 Destruction of the only copy of a document; and
  - 4.2.4 Sending an email or attachment to the wrong recipient; and
  - 4.2.5 Using an unauthorised email address to access personal data; and
  - 4.2.6 Leaving paper documents containing personal data in a place accessible to other people.

## 5. Internal Communication

### Reporting a data breach upon discovery

- 5.1 If any member of our **workforce** suspects, or becomes aware, that a data breach may have occurred (either by them, another member of our **workforce**, a **data processor**, or any other individual) then they must contact the Trust Data Protection Team (which includes the DPO), the school Data Protection Lead immediately upon realisation of a personal data breach at Inspire Education Trust:
- 5.2 The Data Protection Team will inform the Trust Senior Leadership Team (SLT) and the school Head Teacher at the earliest opportunity.
- 5.3 The individual Trust school's local breach spreadsheet should be updated to include a summary of the Breach Notification Report.
- 5.4 The data breach may need to be reported to the ICO, and notified to **data subjects**. This will depend on the risk to **data subjects**. The DPO must always be consulted in making a decision as to whether to report a data breach to the ICO. Initial investigations will inform as to whether the data breach should be reported.
- 5.5 If it is considered to be necessary to report a data breach to the ICO then Inspire Education Trust, via the DPO, must do so within 72 hours of discovery of the breach.

- 5.6 Inspire Education Trust may also be contractually required to notify other organisations of the breach within a period following discovery.
- 5.7 It is therefore critically important that whenever a member of our **workforce** suspects that a data breach has occurred, this is reported internally to the Data Protection Team and the school Data Protection Lead immediately.
- 5.8 Members of our **workforce** who fail to report a suspected data breach could face disciplinary or other action.

#### Investigating a suspected data breach

- 5.9 In relation to any suspected data breach the following steps must be taken as soon as possible. These do not have to be carried out as individual tasks, and the most appropriate way of dealing with any breach will depend on the nature of the breach and the information available at any time.

#### Breach minimisation:

- 5.10 The first step must always be to identify how the data breach occurred, the extent of the data breach, and how this can be minimised. The focus will be on containing any data breach, and recovering any **personal data**. Relevant departments must be involved, such as IT, to take technical and practical steps where appropriate to minimise the breach. Appropriate measures may include:
- 5.10.1 remote deactivation of mobile devices;
  - 5.10.2 shutting down IT systems;
  - 5.10.3 recalling an email where possible;
  - 5.10.4 contacting individuals to whom the information has been disclosed and asking them to delete the information; and
  - 5.10.5 recovering lost data.

#### Breach investigation:

- 5.11 When Inspire Education Trust has taken appropriate steps to minimise the extent of the data breach it must commence an investigation as soon as possible to understand how and why the data breach occurred. This is critical to ensuring that a similar data breach does not occur again and to enable steps to be taken to prevent this from occurring.
- 5.12 Technical steps are likely to include investigating, using IT forensics where appropriate, to examine processes, networks and systems to discover:

- 5.12.1 what data/systems were accessed;
  - 5.12.2 how the access occurred;
  - 5.12.3 how to fix vulnerabilities in the compromised processes or systems;
  - 5.12.4 how to address failings in controls or processes.
- 5.13 Other steps are likely to include discussing the matter with individuals involved to appreciate exactly what occurred and why, and reviewing policies and procedures.

#### Breach analysis:

- 5.14 In order to determine the seriousness of a data breach and its potential impact on **data subjects**, and so as to inform Inspire Education Trust as to whether the data breach should be reported to the ICO and notified to **data subjects**, it is necessary to analyse the nature of the data breach.
- 5.15 Such an analysis must include:
- 5.15.1 the type and volume of **personal data** which was involved in the data breach;
  - 5.15.2 whether any **special category personal data** was involved;
  - 5.15.3 the likelihood of the **personal data** being accessed by unauthorised third parties;
  - 5.15.4 the security in place in relation to the **personal data**, including whether it was encrypted;
  - 5.15.5 the risks of damage or distress to the **data subject**
  - 5.15.6 The overall risk to the rights and freedoms of the data subject.
- 5.16 The breach notification form annexed to this policy must be completed in every case of a suspected breach, and retained securely, whether or not a decision is ultimately made to report the breach. This will act as evidence as to the considerations of the Trust in deciding whether or not to report the breach.
- 5.17 The breach form must be sent securely to the DPO and without undue delay.

## 6. External communication

- 6.1 All external communication is to be managed and overseen by the DPO, the Head Teacher, and Trust SLT.

#### Law Enforcement

6.2 The DPO and/or SLT will assess whether the data breach incident requires reporting to any law enforcement agency, including the police. This will be informed by the investigation and analysis of the data breach, as set out above.

6.3 The DPO and/or SLT shall coordinate communications with any law enforcement agency.

#### Other organisations

6.4 If the data breach involves **personal data** which we process on behalf of other organisations then we may be contractually required to notify them of the data breach.

6.5 Inspire Education Trust will identify as part of its investigation of the data breach whether or not this is the case and any steps that must be taken as a result.

#### Information Commissioner's Office

6.6 If Inspire Education Trust is the **data controller** in relation to the **personal data** involved in the data breach, which will be the position in most cases, then Inspire Education Trust has 72 hours to notify the ICO if the data breach is determined to be notifiable.

6.7 If all details of the breach are not yet known, the DPO, SLT or a staff member delegated by SLT will report known information to the ICO within 72 hours. The report will explain that there is a delay, the reasons why, and when the Trust expects to have further information. The DPO, SLT or an appropriate staff member will submit the remaining information without delay.

6.8 A data breach is notifiable unless it is unlikely to result in a risk to the rights and freedoms of any individual. The DPO will advise Inspire Education Trust, considering the following criteria taking into account the facts and circumstances in each instance:

6.8.1 the type and volume of **personal data** which was involved in the data breach;

6.8.2 whether any **special category personal data** was involved;

6.8.3 the likelihood of the **personal data** being accessed by unauthorised third parties;

6.8.4 the security in place in relation to the **personal data**, including whether it was encrypted;

6.8.5 the risks of damage or distress to the **data subject**

6.8.6 The overall risk to the rights and freedoms of the data subject.

If a notification to the ICO is required then see part 7 of this policy below.

#### Other supervisory authorities

6.9 If the data breach occurred in another country or involves data relating to data subjects from different countries then the DPO will assess whether notification is required to be made to supervisory authorities in those countries.

### Data subjects

6.10 When the data breach is likely to result in a high risk to the rights and freedoms of the **data subjects** then the **data subject** must be notified without undue delay. This will be informed by the investigation of the breach by Inspire Education Trust.

6.11 The communication will be coordinated by the DPO and will include at least the following information:

6.11.1 a description in clear and plain language of the nature of the data breach;

6.11.2 the name and contact details of the DPO and/or other contact point where more information can be obtained;

6.11.3 the likely consequences of the data breach and any steps an individual needs to take to protect themselves from the consequences of the breach;

6.11.4 the measures taken or proposed to be taken by Inspire Education Trust to address the data breach including, where appropriate, measures to mitigate its possible adverse effects.

6.12 There is no legal requirement to notify the data subject if any of the following conditions are met:

6.12.1 appropriate technical and organisational protection measures had been implemented and were applied to the data affected by the data breach, in particular, measures which render the data unintelligible to unauthorised persons (e.g. encryption);

6.12.2 measures have been taken following the breach which ensure that the high risk to the rights and freedoms of the data subject is no longer likely to materialise;

6.12.3 it would involve disproportionate effort to contact individuals. In which case a public communication or similar equally effective measure of communication to the data subjects may be issued.

6.13 For any data breach, the ICO may mandate that communication is issued to **data subjects**, in which case such communication must be issued.

### Press



- 6.14 Staff shall not communicate directly with the press and shall treat all potential data breaches as confidential unless otherwise instructed in writing by the DPO and/or SLT.
- 6.15 All press enquiries shall be directed to the head teacher.

## 7. Producing a Breach Notification Report

- 7.1 All members of our **workforce** are responsible for sharing all information relating to a data breach with the DPO, School DP Lead, Trust DP Team and/or SLT, which will enable the annexed Breach Notification Report Form to be completed.
- 7.2 The DPO, School DP Lead or SLT may require individuals involved in relation to a data breach to each complete relevant parts of the Breach Notification Form as part of the investigation into the data breach.
- 7.3 If any member of our **workforce** is unable to provide information when requested by the DPO, School DP Lead or SLT then this should be clearly reflected in the Breach Notification Form together with an indication as to if and when such information may be available.
- 7.4 In the wake of a data protection breach, swift containment and recovery of the situation is vital. Every effort should be taken to minimise the potential impact on affected individuals, and details of the steps taken to achieve this should be included in this form.
- 7.5 The ICO requires that Inspire Education Trust send the Breach Notification Form to [casework@ico.org.uk](mailto:casework@ico.org.uk), with 'DPA breach notification form' in the subject field, or by post to: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF. This form can be found on the [ICO website](#) and will be populated by the DPO, School DP Lead or SLT

## 8. Evaluation and response

- 8.1 Reporting is not the final step in relation to a data breach. Inspire Education Trust will seek to learn from any data breach.
- 8.2 Therefore, following any breach an analysis will be conducted as to any steps that are required to prevent a breach occurring again. This might involve a step as simple as emailing all relevant members of our **workforce** to reinforce good practice, or providing additional training, or may in more serious cases require new technical systems and processes and procedures to be put in place.
- 8.3 The data breach will be monitored for any developments in the days after the breach. Any developments will mean that the breach is re-assessed to determine its severity.

### Responsibility

The Inspire Education Trust Board of Directors have a responsibility for the oversight of this and all policies within the Trust's academies and may delegate the implementation and review of this policy in accordance with our Scheme of Delegation.

## ANNEX 1 – Breach Notification Report

Please send a copy of the completed template to the DPO as soon as possible after recognising a breach. This will be returned for your records outlining the DPO's advice.

Question	Answer
Date of the breach:	
When was the breach discovered:	
How was it discovered?	
Date and time reported to the DPO:	
Nature of the breach, including:  Categories and approximate number of people whose data has been breached?  Categories and approximate number of data records concerned?	
What has happened?	
How did it happen?	
Was this a human error or cyber error?	
If this was a cyber error please provide detail of the event including time limits, recovery information and which system was compromised.	
Did the person who committed the breach have GDPR training?	
What was the type of data included in the breach? (i.e. name, address, number)	
Was there any special category information within the breach?  (such as medical information, ethnicity, TU membership, political opinion, race, sexual orientation, biometric/genetic information)	

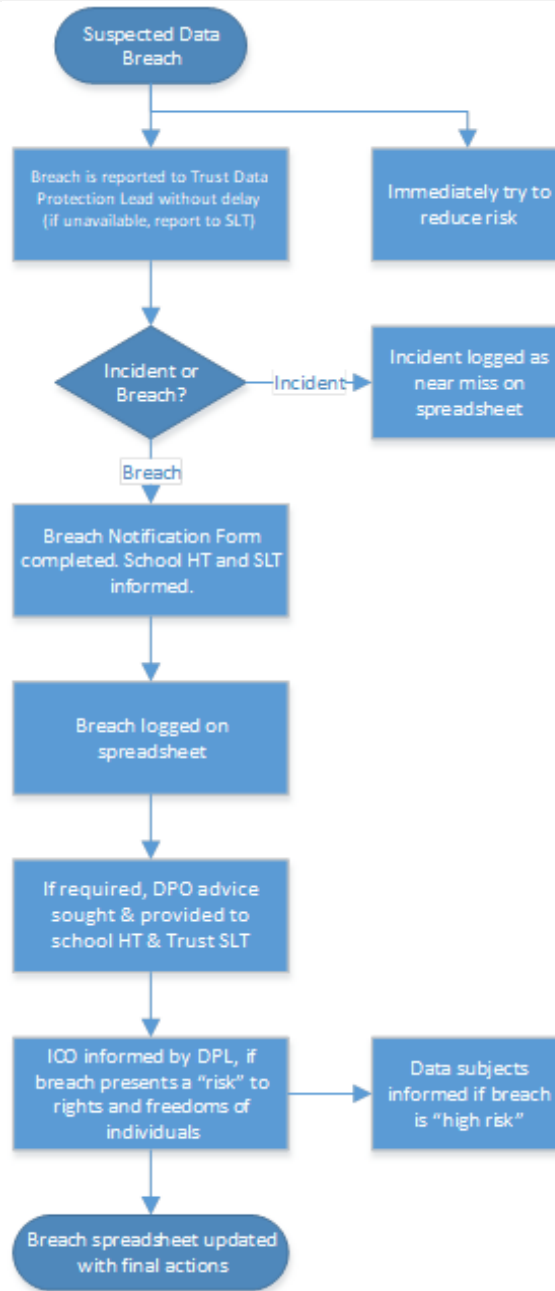
<p>What are the likely or actual consequences of the personal data breach to the individual?</p> <p>Are these judged to be significant consequences?</p>	
<p>Type of data subjects affected? (employees/pupils/parents etc.)</p>	
<p>Have all of the affected individuals been informed of the breach? If not, why?</p>	
<p>Has the personal data in this incident been inappropriately processed or further disclosed?</p>	
<p>Has a formal complaint been received from any of the individuals affected by the breach? If yes, please provide details.</p>	
<p>Has there been a breach of policies and procedures?</p>	
<p>Measures you have taken or propose to take to address the breach, including measures to mitigate its effects?</p>	
<p>What measures were in place to prevent a breach occurring?</p>	
<p>What measures can be put in place to prevent this from occurring again?</p>	
<p>What has happened to the data now?</p>	

**DPO response set out below:**

## ANNEX 2 - DEFINITIONS

Term	Definition
Data	is information which is stored electronically, on a computer, or in certain paper-based filing systems
Data Subjects	for the purpose of this policy include all living individuals about whom we hold personal data. This includes pupils, our workforce, staff, and other individuals. A data subject need not be a UK national or resident. All data subjects have legal rights in relation to their personal information
Personal Data	means any information relating to an identified or identifiable natural person (a data subject); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person
Data Controllers	are the organisations which determine the purposes for which, and the manner in which, any personal data is processed. They are responsible for establishing practices and policies in line with Data Protection Legislation. We are the data controller of all personal data used in our business for our own commercial purposes
Data Users	are those of our employees whose work involves processing personal data. Data users must protect the data they handle in accordance with this data protection policy and any applicable data security procedures at all times
Data Processors	include any person or organisation that is not a data user that processes personal data on our behalf and on our instructions
Processing	is any activity that involves use of the data. It includes obtaining, recording or holding the data, or carrying out any operation or set of operations on the data such as collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction. Processing also includes transferring personal data to third parties
Special Category Personal Data	includes information about a person's racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, physical or mental health or condition or sexual life, or genetic or biometric data
Workforce	Includes, any individual employed by Inspire Education Trust such as staff and those who volunteer in any capacity including Governors [and/or Trustees/Members/parent helpers]

### ANNEX 3 – Breach Notification Flow Chart



Reviewed by: Warwickshire Schools DPO Service  
& Martin Dorrington March 2023

Next Review Date: March 2025

Approved by Directors: 19.07.23

Signed:



Lois Whitehouse  
CEO



Sybil Hanson  
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