

Appendix E

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Parkside



Melton  
Borough  
Council



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Information Incident  
Handling



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## 1. Who are these Guidelines aimed at?

These guidelines have been adopted by Melton Borough Council and its partners to promote good practice concerning the handling of information incidents. A list of our partners can be found on the Parkside website at [www.???](http://www.???)

Melton Borough Council works in partnership with public and voluntary sector organisations to meet the needs of our service users. It is expected that all organisations working with Melton Borough Council will adhere to the law and these guidelines.

These guidelines apply to Melton Borough Council, their partners and all staff. These guidelines also apply to organisations commissioned by Melton Borough Council or their partners.

## 2. Definition of an Information Incident

An information incident is any action that may compromise the confidentiality, integrity, or availability of information. This includes both information stored and processed electronically, and information stored in other forms such as on paper, or microfiche.

The types of information incidents are variable and take many forms, below are some examples.

- The loss or theft of equipment holding confidential information – PCs, mobile phones, pdas, case notes, etc.
- The transfer or receipt of information to those who are not entitled to receive it, for example, incorrectly sent emails or wrongly addressed post.
- Unauthorised access to a building or areas containing unsecured confidential information.
- Unauthorised access to staff information, for example, payroll details.
- Inadequate disposal of confidential material; paper, PC hard drive, disks, tapes etc
- Careless talk.

**An information incident may result in: reputational damage, have a detrimental effect on service provision, harm individuals, result in legislative non-compliance, and incur financial costs including fines by the Information Commissioner's Office.**

### 3. How to Report an Information Incident

All Melton Borough Council and partner staff have a duty to promptly report any observed or suspected information incident.

**You must initially report the information incident to your line-manager, and then complete an information incident form. This can be found on the Parkside website at [www.???](http://www.???), together with an example completed form.**

#### 4. Links

The investigating officer will assess and investigate the incident report and allocate a severity. You will receive an initial response which will detail how the incident will be handled and reported on.

Full details of the Information Incident Handling process can be found on the Parkside Intranet at [www.???](http://www.???)

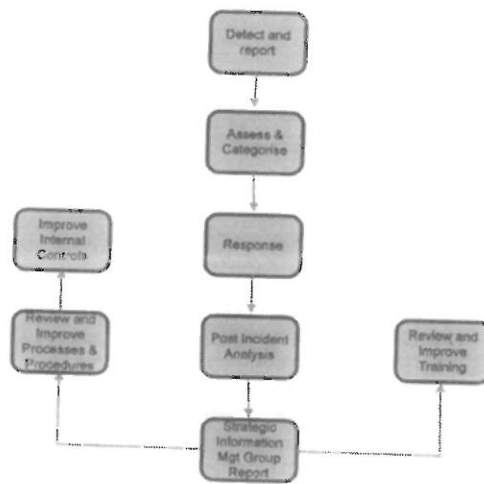


Figure 1: Incident Information Handling Process