

# GREATER LONDON AUTHORITY

[REDACTED]  
(By email)

Our Ref: MGLA150118-0495

6 February 2018

Dear [REDACTED]

Thank you for your request for information which the GLA received on 14 January 2018. Your request has been dealt with under the Freedom of Information Act 2000.

Please find attached the information we hold within the scope of your request

***I am writing to you under the Freedom of Information Act to request information regarding data and cybersecurity incidents in the calendar year 2017 affecting information owned, processed or generated by your local authority.***

***[1] Please may you provide me with the number of data breaches that occurred of your organisation's owned, processed or generated information in the calendar year 2017.***

We have interpreted this part of your request as asking for breaches involving personal data – i.e. a personal data breach under the Data Protection Act. In the 2017 calendar year, we had four.

***[1.2] Please may you provide me with a list of details regarding these breaches (i.e. when they occurred, how they occurred, and what information was lost).***

All four incidents involved limited personal data being shared by GLA by accident. No data was lost.

Three of the incidents involved limited personal data being shared with other GLA staff – i.e. internally. In each instance, a member of staff had accidentally included personal data (or more data than was required) with another member of staff. In one of these three cases, the personal data had not been anonymised as per agreed processes, and in the remaining two instances, the data shared contained more data than was necessary for that purpose. All three cases were reported to the GLA Information Governance Manager and were investigated in accordance with our procedures.

The fourth instance involved an email sent to 500 members of the public where their email addresses were included in the 'cc' field instead of the 'bcc' field. No other personal data was included in this email. The GLA notified the ICO about this accidental breach in accordance with the steps we had taken to address this breach and to engage with the affected individuals. The ICO noted the incident and did not ask the GLA to take any further steps.

***[2] If your organisation differentiates between data breaches and data incidents, please may you provide me with the number of data incidents that occurred of its owned, processed or generated information in the calendar year 2017.***

We do not differentiate between a data breach and a data incident. However, you may wish to clarify how you define an 'incident' as opposed to a 'breach' in your question if you have a specific definition in mind that you are asking us to consider.

***[2.2] Please may you provide me with a list of details regarding these incidents (i.e. when they occurred, how they occurred, and what information was lost).***

N/A as above

***[3] Please may you provide me with the number of cyber security incidents that occurred within your organisation in the calendar year 2017.***

Nil

***[3.2] Please may you provide me with a list of details regarding these incidents (i.e. when they occurred, how they occurred, whether information was exposed, and how the incident was handled, if recorded as a crime by the police and/or whether the National Cyber Security Centre was informed).***

N/A as above

If you have any further questions relating to this matter, please contact me, quoting the reference MGLA150118-0495

Yours sincerely

**Ruth Phillips**  
**Information Governance officer**

If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:

<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>