

## Freedom of Information Request: Our Reference CTHB\_164\_17

### You asked:

1. How many data protection breaches were recorded in the financial years 2013-14, 2014-15 and 2015-16?
2. A breakdown of the data protection breaches recorded in the financial years above, by department.
3. How many data protection complaints were received in the financial years above?
4. How many data protection complaints were upheld in the financial years above?

### Our response:

- 1. Please see below figures on the number of incidents reported onto the organisational incident reporting system DATIX under the category "Breach of Confidentiality / Information Security" by financial years.**

Financial Year	Number of Breaches
2013/14	78
2014/15	77
2015/16	87

To provide context on these figures, incidents reported on the DATIX system under the category "Breach of Confidentiality/Information Security" may also include incidents reported by other Data Controllers i.e. GP practices, as well as incidents where the Health Board may not be at fault i.e. letters incorrectly delivered by Royal Mail. The figures may also include reported incidents where missing information was later recovered. Please bear this in mind if using the figures as a comparative.

- 2. Please see below figures on the number of incidents reported onto the organisational incident reporting system DATIX under the category "Breach of Confidentiality / Information Security" by recorded Unit.**

2013/14	
Unit	Number of Incidents
Community Services	5
Dewi Sant Hospital	4
GP Surgery / Health Centre / Pharmacy	9
Keir Hardie Health Park	5

Nursing / Residential Home	1
Out of Hours	1
Patients Home	2
Prince Charles Hospital	14
Princess of Wales Hospital	5
Royal Glamorgan Hospital	12
Tonteg Site	1
Welsh Health Specialised Services Committee	3
Ynysmeurig House	5
Ysbyty Cwm Cynon	8
Ysbyty Cwm Rhondda	3
<b>Total</b>	<b>78</b>

<b>2014/15</b>	
<b>Unit</b>	<b>Number of Incidents</b>
Community Mental Health Services	1
Community Services	2
Dewi Sant Hospital	1
GP Surgery / Health Centre / Pharmacy	1
Keir Hardie Health Park	3
Other Hospital	4
Out of Hours	1
Patients Home	2
Prince Charles Hospital	9
Princess of Wales Hospital	1
Royal Glamorgan Hospital	26
St Davids Hospital	2
Tonteg Site	2
Welsh Health Specialised Services Committee	4
Ynysmeurig House	6
Ysbyty Cwm Cynon	7
Ysbyty Cwm Rhondda	3
Ysbyty George Thomas	1
No Unit Listed	1
<b>Total</b>	<b>77</b>

<b>2015/16</b>	
<b>Unit</b>	<b>Number of Incidents</b>
Community Mental Health Services	3
Community Services	2
Dewi Sant Hospital	2
GP Surgery / Health Centre / Pharmacy	2
Keir Hardie Health Park	7

Other Hospital	2
Patients Home	3
Pontypridd & District	1
Prince Charles Hospital	13
Princess of Wales Hospital	1
Royal Glamorgan Hospital	24
School	1
St Davids Hospital	3
Trehafod	2
University Hospital of Wales	1
Welsh Health Specialised Services Committee	5
Ynysmeurig House	9
Ysbyty Cwm Cynon	4
Ysbyty Cwm Rhondda	2
<b>Total</b>	<b>87</b>

**3. How many data protection complaints were received in the financial years above?**

As per your telephone clarification with Claire Northwell on 15 June 2017, you wished to know how many data protection breaches had occurred. In response to this clarification, you will see the above figures in relation to the breaches recorded under the category "Breach of Confidentiality / Information Security".

**4. How many data protection complaints were upheld in the financial years above?**

As per your telephone clarification with Claire Northwell on 15 June 2017, you wished to know how many data protection breaches had occurred and how many were confirmed as actual breaches. All reported incidents are treated as actual breaches and are reviewed and allocated an investigator; in addition they are scored for severity and reported to the Information Governance Group. Some of the breaches include information about "near misses" in order that lessons may be learned. As these are not specifically categorised and we are unable to provide a detailed breakdown on these instances.