



**LIVERPOOL  
HOPE  
UNIVERSITY**  
1844

# Data Breach Procedure

## Reporting a Data Breach

The General Data Protection Regulations (GDPR) places a duty on organisations to report certain notifiable personal data breaches to the Information Commissioners Office within 72 hours of anyone in the organisation becoming aware of the breach. The University has set out the following procedure to ensure it is able to fulfil its legal obligations within the required timescale.

## What is a data breach?

A data breach is a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, data. Breaches can be accidental or deliberate and is not limited to just personal data.

Common examples may include:

- Sensitive personal data being made publicly available via the website
- Personal data (such as contact details) being accidentally emailed to the inappropriate or incorrect recipients
- Alteration of personal data without appropriate authorisation
- Loss or theft of laptop, external hard drive, or usb containing personal data such as research data

## What should be reported?

Any breach that has affected the confidentiality, integrity or availability of data.

## Who should report a breach?

All employees, contractors and temporary workers.

All students, when engaged on a programme of study where personal data is involved or when working for the University either in a paid or unpaid capacity.

## When do I report data breaches?

Given the 72 hour window in which the University is required to report breaches to the Information Commissioners Office, data breaches must be reported **as soon as** they are discovered. An out of hours procedure is in place (see below) should a breach be discovered outside office hours or during a shutdown period.

## Where do I report data breaches?

Email [ITSHELP@hope.ac.uk](mailto:ITSHELP@hope.ac.uk) with the subject header: DATA BREACH

Helpdesk staff will then escalate this notification to the University's Data Protection Officer.

For data breaches discovered during closedown periods, evenings and weekends contact the Hope Park Security Lodge **0151 291 3520** and ask to report a data breach. Details will be taken and passed on to the appointed Data Protection Officer.

## What information do I need to report the data breach?

- Only basic details are required to report the data breach
- Provide an outline of what has happened or been observed
- DO NOT include or refer to any personal data involved in the incident itself.

Be prepared to support an investigation which will follow once the report has been received. Information obtained during the course of an investigation will be recorded in confidence.

Breach Procedure reviewed: