

| Date | Category | Description of Breach | Cause of Breach | Regulation being breached | Effect of Breach & Wider Implications | Response to Breach | Reported to DPO | DPO outcome | Referred to PFC | Referred to PB | Outcome of Referral to PFC & PB | Reported to Regulator |
|------------|----------------|---|---|---------------------------|---|---|-----------------|-------------|-----------------|----------------|--|-----------------------|
| 31/08/2017 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | Large backlog meant we were unable to establish which category members should fall into at statement date. Year End queries still outstanding at issue date. | Reg 89 of LGPS Regs 2013 | 85.88% of Active members received a statement = 14.12% did not 94.51% of Deferred members received a statement = 5.49% did not | Large backlog means we do not yet know actual total eligible for a statement. Continue to reduce the backlog with targeted initiatives. Target is to have a controlled work throughput by end 2018. Continue to work through errors & queries & issue ABS' when able to. Introduce monthly returns for our 2 largest employers by end of 2018 so that errors can be identified in real time rather than at year end. | | | 14/09/2017 | 19/01/2018 | Noted the position, no requirement to report. Creation of Breaches Log to record position. | N |
| 08/11/2017 | Administration | Statutory deadline for issuing Personal Savings Statements not met for all members | Human error | | 2 members received statements after the 6/10/2017 deadline. 192 manual calculations undertaken and 56 statements issued. 3.5% of members affected | Statements issued immediately. Process under review by team leader. Checklist created and process will be audited in 2018 to ensure checklist being used and process being robustly followed | | | 22/02/2018 | 19/01/2018 | PB - Noted the position, no requirement to report. PFC - Noted the position, no requirement to report. | N |
| 18/12/2017 | Administration | Incorrectly paid trivial commutation to a member who has benefits with another fund and had not commuted those benefits | Human error | | Member received benefits he wasn't entitled to. No other member affected. Payment is an unauthorised payment & must be reported to HMRC, resulting in tax liability at 55% for the member & additional tax for the scheme. | As soon as realised payment was unauthorised, informed member and reported to HMRC. Awaiting confirmation of scheme tax liability. | | | 22/02/2018 | 19/01/2018 | PB - Noted the position, no requirement to report. PFC - Noted the position, no requirement to report. | N - Reported to HMRC |
| 31/08/2018 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | Year End queries still outstanding at issue date. | Reg 89 of LGPS Regs 2013 | 86.52% of Active members received a statement = 13.48% did not 99.76% of Deferred members received a statement = 0.24% did not | Backlog has been reduced so in a better position regarding correct eligibility for statements. Significant year end queries (2,399) have impacted statement production. Ers being chased for response. Continue to work through errors & queries & issue ABS' when able to. Viability of monthly returns being investigated | | | 22/11/2018 | 11/10/2018 | PB - noted the position, agreed not to report this time but will in 2019. PFC - noted position, agreed not to report this time. | N |
| 31/08/2019 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | Year End queries still outstanding at issue date. Clarification on members not worked in year still outstanding at issue date. Manual calculation of Annual Allowance figures still outstanding at issue date. | Reg 89 of LGPS Regs 2013 | 100% of Deferred members received a statement. 95.69% of Active members received a statement. (1,342 members did not) | Analysis of the 1,342 unissued statements undertaken to identify and isolate reasons. Each group being worked through to identify what is required to enable statement to be produced. Number reduced to 329 as at 9 October, work will continue until end of year to further reduce number unissued. Final position: 329 unissued | | | 22/11/2019 | 03/10/2019 | PB - discussed position, noted improvement from 2018, requested further analysis by employer to identify whether an issue exists at individual employer level. Following provision of above information both PFC & PB agreed not to report this time. | N |
| 09/04/2020 | Administration | A member's leaver statement was incorrectly sent to the wrong member. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 11/05/2020 | Administration | A member's retirement statement was incorrectly sent to the wrong member. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 15/05/2020 | Administration | A member's letter was incorrectly sent to the wrong member along with their own letter. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 15/05/2020 | Administration | A member's calculation print was incorrectly sent to the wrong member. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 26/05/2020 | Administration | A pensioner received a payslip which belonged to another pensioner. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 27/05/2020 | Administration | A member received a letter meant for a solicitor dealing with the death of another member. | Due to Covid 19 printing and posting process had to be changed whereby 1 person was responsible for printing for the whole team. Human error. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to either destroy or return the information.Process and working practice was reviewed and changes put in place. Instructions issued to the staff responsible for printing and posting. | | | 11/09/2020 | 09/07/2020 | PB - July meeting, noted position, agreed not to report. PFC - September meeting, noted position, agreed not to report. | N |
| 31/08/2020 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | Year End queries still outstanding at issue date. Manual calculation of Annual Allowance figures still outstanding at issue date. Issues with data quality, suppressed statements until data corrected and accurate statements can be issued. | Reg 89 of LGPS Regs 2013 | 100% of Deferred members received a statement. 94.21% of Active members received a statement. (1,784 members did not) | Analysis of the 1,784 unissued statements undertaken to identify and isolate reasons. Each group being worked through to identify what is required to enable statement to be produced. Number reduced to 274 as at 20 October, work will continue until end of year to further reduce number unissued. | | | 27/11/2020 | 29/10/2020 | PB - Oct meeting, noted position, agreed not to report. PFC - Nove meeting, noted position, agreed not to report. | N |

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| 30/11/2020 | Administration | A member contacted us to advise she had received the starter pack for another member but with her address on it. The member also advised there were 2 other members affected. | Employer submitted starter file and the data has been mixed up for a number of members, address 26 records, date of birth 11 records, payroll no 21 records, date joined 8 records and school name 18 wrong | Data Protection Act 2018 | Accidental disclosure of personal data for a number of members to another member. It is highly likely that the recipient knows the person whose information was disclosed. The 3 original members had discussed it. | Reported to Veritau. They assessed it as Low risk level and did not need to be reported to the ICO. Data sent back to employer to provide corrected information. Employer advised we have reported the data breach and we've asked for clarification of what process changes they have made to prevent it recurring. Replacement starter packs issued with correct details on and covering letter advising reason for disclosure and contact details for employer. | | | 05/03/2021 | 14/01/2021 | PB - Recognised the issue was an employer one rather than a Fund one. PFC - Recommended no report required | N |
| 05/10/2020 | Administration | Failure to issue 3 members with annual Pension Saving Statements (PSS) in the relevant years. One member was missing a PSS for the 18/19 year, one was missing a PSS for 16/17 and one was missing a PSS for 16/17, 17/18, 18/19 & 19/20. | There are two main causes as follows: missing data and staff not realising a statement should have been issued when the record was recalculated. | Finance Act 2004 | When the member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. They can elect to either pay the tax charge via a Scheme Pays option or directly to HMRC. Because the PSS haven't been issued members are now late submitting to HMRC. We are aware of members who have ignored the information we have sent for a number of years, when they do contact HMRC they are advised to just pay what is due. There appear to be no penalties applied. Because we haven't advised members at the correct time they have been unable to take action to mitigate the impact in subsequent years. Members in this position often switch to the 50/50 section to reduce their pension accrual. A penalty of up to £300 for failure to provide the required information on time may be levied on NYPF when we resubmit our annual returns for the relevant years. | We have issued the relevant PSS to all 3 members and have had discussions with them regarding the actions they now need to take. We have struggled to establish how to report the breach to HMRC but will resubmit the annual HMRC returns for the relevant years. We will then respond to HMRC accordingly. We have reviewed our internal processes and are taking steps to educate the wider team and address some of the issues at source rather than waiting until year end. A targeted working group will be established in the summer to address the backlog of changes we get each year. This will involve training a small number of staff on the whole Annual Allowance process, what it is, why it's important, the impact on affected members and how to update and maintain records correctly. This taskforce will take responsibility for updating member records. Once knowledge is established and embedded further staff will be trained until the whole team knows what is expected. | | | 05/03/2021 | 14/01/2021 | PB - Require further information on mitigating actions taken to prevent recurrence before reaching a decision about reporting to tPR. Confirmed by email 01/03/2021 no need to report to tPR. PFC - Recommended no report required | N |
| 05/02/2021 | Administration | A member contacted us to advise she had received a transfer letter addressed to another member enclosed with her own letter. | Member of staff on post duty that day did not follow the agreed process put in place to prevent breaches from happening. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient was asked to destroy the information. Process and working practice was reviewed to ensure it remained relevant. Staff were reminded of the correct process. Individual member of staff was spoken to personally to stress importance of following the correct process. | 05/02/2021 | Score of 4 - low no further action | 04/06/2021 | 08/04/2021 | PB - April meeting, noted position, agreed not to report. PFC - June meeting, noted position, agreed not to report. | N |
| 31/08/2021 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | Calculation failing to run on system. Year End queries still outstanding at issue date. Manual calculation of Annual Allowance figures still outstanding at issue date. Issues with data quality, suppressed statements until data corrected and accurate statements can be issued. | Reg 89 of LGPS Regs 2013 | 99.78% of Deferred members received a statement. (87 members did not) 96.06% of Active members received a statement. (1,158 members did not) | 87 Deferred members missing a statement are being worked through, these failed due to the system calculation not running, analysis has identified these failed due to data related issues. Analysis of the 1,158 Active members missing a statement is being undertaken to identify and isolate reasons. Each group being worked through to identify what is required to enable statement to be produced. | N/A | N/A | 26/11/2021 | 07/10/2021 | PB - No report for deferred ABS but decision delayed on active awaiting outcome of review of missed ones. PFC - Agreed with PB recommended course of action. Further update on Active statements is required. 13/01/22 no report | N |
| 17/09/2021 | Administration | McCloud data sent to the City of York Council (CYC) for three schools that no longer use CYC to provide their payroll service (although they have in the past). Data for an NYCC school (that has opted out of NYCC's payroll service) also sent to CYC as it was incorrectly coded on our database. | The way the data was held on the administration system did not enable the 3rd party to identify the members affected. | Data Protection Act 2018 | Information for 330 data subjects was wrongly disclosed to the City of York Council (CYC). CYC is a trusted external organisation and information was only disclosed to a small number of staff. | A new process has been implemented so that the data can be easily identified on the database going forward. The process change has been communicated to the wider team. Veritau response - notification to the ICO is not recommended as the reporting threshold has not been reached. | N/A | N/A | 26/11/2021 | 13/01/2022 | PFC - No report PB - No report | N |
| 28/09/2021 | Administration | McCloud data sent to City of York Trading (CYT) in error for one City of York Council (CYC) employee, the employer code on our database had been set up incorrectly. The same data fields as the incident number 101008635966 are involved. | Member record created on the administration system but the wrong employer code was applied | Data Protection Act 2018 | Information for one data subject was wrongly disclosed to City of York Trading Limited | The data has now been coded correctly on the administration system Veritau response - notification to the ICO is not recommended as the reporting threshold has not been reached. | N/A | N/A | 26/11/2021 | 13/01/2022 | PFC - No report PB - No report | N |
| 28/09/2021 | Administration | A member's letter was found on a printer but was not printed by member of pensions team. | Believe issue was caused by network and system issues experienced on that particular day and as a result the letter printed directly out and didn't queue. | Data Protection Act 2018 | One letter produced, contained within NYCC. No other letters affected. | Letter was destroyed internally and a replacement was re-issued to the member. Reported to Veritau, awaiting outcome. | N/A | N/A | 26/11/2021 | 13/01/2022 | PFC - No report PB - No report | N |

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| 19/11/2021 | Administration | One Pension Savings Statement (PSS) issued after statutory deadline of 6 October 2021 | Record was inhibited from bulk annual allowance run whilst a query on another record was resolved | The Registered Pension Scheme Regulations 2006 Finance Act 2004 | When a member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. The deadline for a paper annual tax return was 31 October 2021 so the member could not use this option. However, the deadline for an online tax return is 31 January 2022. | Senior officer review of annual process | N/A | N/A | 04/03/2022 | 13/01/2022 | PB - No report PFC - No report | N |
| 22/02/2022 | Administration | 5 letters were included in the same envelope to a single recipient who was the next of kin of a deceased member | Staff member on post duty did not follow the agreed process | Data Protection Act 2018 | Accidental disclosure of personal data for 4 members to another. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient confirmed destruction of 4 letters received in error. Staff reminded again of correct process to follow. Staff involved spoken to directly. Alternative printing and posting arrangements being investigated. Reported to Veritau. They assessed it as Low risk level and did not need to be reported to the ICO. | N/A | N/A | 27/05/2022 | 07/04/2022 | PB - No report PFC - No report | N |
| 28/07/2022 | Administration | 5 Pension Savings Statements (PSS) issued after statutory deadline of 6 October 2021 | Records were not selected in the bulk annual allowance process as the year end pay information used in the calculation had not been updated on the records | The Registered Pension Scheme Regulations 2006 Finance Act 2004 | When a member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. None of the members have advised if they have a tax charge yet, there could possibly be two. The deadline for an online tax return was 31 January 2022 so affected members will need to contact HMRC. | Senior officer review of annual process. Has been established the cause of the breach different to previous breach in 2020. Process amended so that future similar cases can be identified earlier in the process. | N/A | N/A | 09/09/2022 | 06/10/2022 | PFC - No report PB - No report | N |
| 31/08/2022 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | 120 – have outstanding year end tasks 201 – have "other" outstanding administration tasks on record 56 – are x'd out, no outstanding task, prohibits statement creation due to error on record 295 – pending further investigations as to why statement not produced | Reg 89 of LGPS Regs 2013 | 100% of Deferred members received a statement. 97.73% of Active members received a statement. (672 members did not of which only 295 were eligible to receive one) | Of the 672 active members missing a statement only 351 are eligible to receive one. These are being worked through to identify what is required to enable statement to be produced. | N/A | N/A | 25/11/2022 | 06/10/2022 | PFC - No report PB - No report | N |
| 04/11/2022 | Administration | 2 Pension Savings Statements (PSS) issued after statutory deadline of 6 October 2021 | Human error. One record had a data error which resulted in the PSS being suppressed but when issue was fixed the marker wasn't removed. Relevant tax year 18/19 One record had been updated incorrectly following receipt of a transfer from another Fund. Relevant tax year 19/20 | The Registered Pension Scheme Regulations 2006 Finance Act 2004 | When a member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. None of the members have advised if they have a tax charge yet, there could possibly be two. The deadline for an online tax return was 31 January 2022 so affected members will need to contact HMRC. | Training for wider administration team is already scheduled so errors like these can be prevented and corrective action taken at the time rather than being left to year end. | N/A | N/A | 25/11/2022 | 12/01/2023 | PFC - No report PB - No report | N |
| 11/11/2022 | Administration | One member's documentation was sent in error, password protected, to another Fund. | Human error. The wrong attachment was added to the email. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to staff at another Fund. It is highly unlikely that the recipient knows the person whose information was disclosed. | Other Fund deleted email and attachment. Reported to Veritau. They assessed it as Very Low risk - minimal risk of any detriment to the data subject & sent to a trusted partner organisation | N/A | N/A | 25/11/2022 | 12/01/2023 | PFC - No report PB - No report | N |
| 17/04/2023 | Administration | Email querying pay and CARE was sent to the wrong Adam. It contained name, NINO & Pay information. Recipient is a senior officer at CYC. | Human error | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to staff at another employer. It is highly unlikely that the recipient knows the person whose information was disclosed. | Requested recipient to delete email Reported to Veritau | N/A | N/A | 15/09/2023 | 06/07/2023 | PFC - No report PB - No report | N |
| 05/06/2023 | Administration | A member received another member's pension payslip in the same envelope as her own. The envelope wasn't sealed either. | Machine jam and human error in the print unit. Not checking the machine was fully cleared before restarting the print and insert process. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed. | Recipient posted payslip on. Made print unit aware of error and received confirmation of refreshed instructions to the print team. Reported to Veritau Veritau have confirmed it has been classed as a print unit breach | N/A | N/A | 15/09/2023 | 06/07/2023 | PFC - No report PB - No report | N |
| 01/09/2023 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | 114 – have outstanding year end tasks 268 – have "other" outstanding administration tasks on record | Reg 89 of LGPS Regs 2013 | 100% of Deferred members received a statement. 98.71% of Active members received a statement. (382 members did not, of which only 114 were eligible to receive one) | Of the 382 active members missing a statement only 114 are eligible to receive one. These are being worked through to identify what is required to enable a statement to be produced. | N/A | N/A | 24/11/2023 | 26/10/2023 | PFC - No report PB - No report | N |
| 08/09/2023 | Administration | Email was sent to a member with a password protected attachment but the document was for another member. | Human error | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed. | Requested recipient to delete email Reported to Veritau | N/A | N/A | 24/11/2023 | 26/10/2023 | PFC - No report PB - No report | N |
| 07/10/2023 | Administration | 1 Pension Savings Statements (PSS) issued after statutory deadline of 6 October 2022 | Human error. Error in manual calculation of Annual Allowance at retirement. | The Registered Pension Scheme Regulations 2006 Finance Act 2004 | When a member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. This member has sufficient carry forward from previous years so we believe there is no tax charge due. The deadline for an online tax return was 31 January 2023 so the affected member will need to contact HMRC. | Refreshers training for retirement team for the specific scenario applicable in this case. | N/A | N/A | 24/11/2023 | 11/01/2024 | PFC - No report PB - No report | N |
| 06/09/2024 | Administration | 1 Pension Savings Statements (PSS) issued after statutory deadline of 6 October 2023 | Human error. Record not fully updated when an interfund in was completed. | The Registered Pension Scheme Regulations 2006 Finance Act 2004 | When a member receives a PSS they have to declare the tax liability to HMRC via an annual tax return. This member has sufficient carry forward from previous years so we believe there is no tax charge due. The deadline for an online tax return was 31 January 2024 so the affected member will need to contact HMRC. | Reminder circulated to the transfers team to ensure records are fully updated when interfundns and transfers are completed. | N/A | N/A | 22/11/2024 | 24/10/2024 | PFC - No report PB - No report | N |

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| 31/08/2024 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members | 6 – have outstanding year end tasks | Reg 89 of LGPS Regs 2013 | 100% of Deferred members received a statement. 99.98% of Active members received a statement. (6 members did not) | The 6 remaining members are being worked through to identify what is required to enable a statement to be produced. | N/A | N/A | 22/11/2024 | 24/10/2024 | PFC - No report PB - No report | N |
| 26/11/2024 | Administration | Retirement options were sent out to 2 separate members and they both received each other's information as well as their own. | Human error - software used to combine documents wasn't closed down between processing members and so it appended documents together. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed. | Reminder issued round team to be extra careful and double check before clicking print or send Advised to pause and sense check everything. | N/A | N/A | 28/02/2025 | 09/01/2025 | PFC - No report PB - No report | N |
| 31/08/2025 | Administration | Statutory deadline for issuing of Annual Benefit Statements not met for all eligible members. | 106 active members have outstanding data queries | Reg 89 of LGPS Regs 2013 | 100% met for deferred members 99.64% met for active members (106 did not) | The 106 remaining members are being worked through to identify what is required to enable a statement to be produced. | N/A | N/A | 21/11/2025 | 23/10/2025 | PFC - No report PB - No report | N |
| 18/09/2025 | Administration | Certificates and ID documents returned to the wrong member. | Human error - Two lots of ID docs were received on the same day, only one set was returned as they were originals but to the wrong member. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed. | Team reminded about taking more care when returning ID docs, take time, slow down and double check before sealing the envelope. Member returned incorrect ID docs and apology issued. | N/A | N/A | 21/11/2025 | 23/10/2025 | PFC - No report PB - No report | N |
| 26/09/2025 | Administration | Member received an email attachment containing payroll information for another member. Initials, surname, pay ref and pay info was disclosed. | Human error - The incorrect attachment was added to the email instead of refund claim forms. | Data Protection Act 2018 | Accidental disclosure of personal data for 1 member to another member. It is highly unlikely that the recipient knows the person whose information was disclosed. | Team reminded about taking more care when sending emails especially any with attachments. Told to pause and double check everything is correct before clicking send. | N/A | N/A | 21/11/2025 | 23/10/2025 | PFC - No report PB - No report | N |