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[Redacted]

By email: [Redacted]

Our ref: FOI2024/10926
23 May 2024

Dear [Redacted],

REQUEST FOR INFORMATION: Personal Data breaches between 2023 and 2024

Thank you for your request for information of 22 May 2024 about Personal Data breaches between 2023 and 2024. We have handled your request under the Freedom of Information Act 2000 (FOIA).

We discussed the request with you and you confirmed you wanted:

- the information between 1 April 2023 to 31 March 2024
- information covering Core Defra and the Animal and Plant Health Agency (APHA)
- the type of incident

Our response is set out below.

Core Defra and APHA personal data related breaches	
Type of Incident/Root Cause	No of cases
Alteration of personal data	1
Data emailed to incorrect recipient	38
Data of wrong data subject shown in client portal	8
Data posted or faxed to incorrect recipient	4
Failure to redact	4
Failure to use bcc	7
Hardware/software misconfiguration	16
Incorrect disposal of hardware/paperwork	1
Loss/theft of device containing personal data	1
Loss/theft of paperwork or data left in insecure location	1
No Type of Incident/Root Cause established	4
Personal data posted on the internet	3
Unauthorised access	16
Total	104

Information disclosed in response to this FOIA request is releasable to the public. In keeping with the spirit and effect of the FOIA and the government's Transparency Agenda, this letter and the information disclosed to you may be placed on GOV.UK, together with

any related information that will provide a key to its wider context. No information identifying you will be placed on the GOV.UK website.

We attach Annex A, explaining the copyright that applies to the information being released to you, and Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter please contact us.

Yours sincerely

[Redacted]

Information Rights Team

InformationRequests@defra.gov.uk

Annex A

Copyright

The information supplied to you continues to be protected by copyright. You are free to use it for your own purposes, including for private study and non-commercial research, and for any other purpose authorised by an exception in current copyright law. Documents (except photographs or logos) can be also used in the UK without requiring permission for the purposes of news reporting. Any other re-use, for example commercial publication, would require the permission of the copyright holder.

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Annex B

Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 11 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to [Redacted] Head of Information Rights via email at InformationRequests@defra.gov.uk and they will arrange for an internal review of your case. Details of Defra's complaints procedure are on our website.

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner's Office (ICO) for a decision. Please note that generally the ICO cannot make a decision unless you have first exhausted Defra's own complaints procedure.

The ICO can be contacted using the following link:

<https://ico.org.uk/make-a-complaint/official-information-concerns-report/official-information-concern/>