



UPPINGHAM TOWN COUNCIL

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To Survey Respondents

5th December 2018

Dear XXXXX

Ref: Important information about your data security

I am writing to you because we have been alerted to the fact that a survey about the traffic/parking plans for Spring Back Way which included some personal data was published online to the Town Council website. It is possible that this information was viewed and potentially downloaded whilst it was online.

We take data security and your privacy very seriously and I am deeply sorry that this data was published.

What information was included?

- Your name
- Address and post code
- Telephone number
- Email address

No financially sensitive information was sought in the original survey.

What is Uppingham Town Council doing about this?

We have conducted some analysis of what happened and the duration the information was published on the website and can advise you that:

- The calendar appointment page for our Full Council Meeting on 7th November received 138 visits on Friday 2nd and Saturday 3rd November 2018.
- The uploaded file was viewed 6 times whilst published.
- The document was posted minutes before 5pm on Friday 2nd November 2018 and removed at approximately 4:30am on Saturday 3rd November 2018.
- The respondent that alerted Council to the issue confirmed that they undertook 4 views of the document and they have now disposed of the downloaded file.
- I (Clerk) accessed the file too on at least one occasion early on Saturday 3rd November, and possibly a second time.
- 28 respondents completed the survey which were included in the accidentally published document.

As a result of this publication error the Council will implement a two step sign off procedure when uploading files for meetings and specifically relating to survey results. Additionally, it will seek data controller approval where it feels that seeking personal details is required for community consultation surveys. If approved these survey swill always bee structured on an 'opt in' basis to comply with GDPR.

What should I do now?

We believe the impact of publishing this information online has been minimal, however, it is always good to;

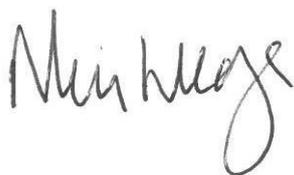
- Watch out for 'spam' emails
- Change and review key passwords and user names
- Ensure your anti-virus software is up to date
- Visit www.actionfraud.police.uk where you can obtain information on how to safeguard yourself and your organisation against fraud

If you have any questions on the above, please do not hesitate to contact us on 01572 822681 or email townclerk@uppinghamtowncouncil.co.uk.

If you wish to make a formal complaint you can find out about our [complaints procedure](#) on our website and read about our [data protection policy](#) too.

Finally, I would like to apologise once again for any inconvenience this may cause.

Yours sincerely,



Neil Wedge

Town Clerk - Uppingham