

## West Virginia Executive Branch Privacy Tip of the Week

### Mistakes Happen

#### Question:

Do I have any responsibilities if I think there's been a privacy or security breach? What if I think it's a breach and it's really not???

#### Answer:

Even the very best privacy programs have incidents but we know that people make mistakes and personally identifiable information, (PII), becomes exposed. The best privacy programs prepare for incidents, workers know how to report mistakes and privacy officers know how to respond.

If you know or suspect that a breach has occurred, be sure to contact the Office of Information Security and Controls (OISC) by one of the following methods:

- (1) E-mailing [incident@wv.gov](mailto:incident@wv.gov) with a subject line of "INCIDENT";
- (2) Going to the West Virginia Office of Technology (WVOT) Web Site at <http://www.technology.wv.gov>, clicking on "Report an Incident", and filling out an Incident Report Form; or
- (3) Contacting the WVOT Service Desk at [servicedesk@wv.gov](mailto:servicedesk@wv.gov) or by phone at 304-558-9966 or 877-558-9966;
- (4) **Always** notify your supervisor or manager immediately;

For example, the following types of events must be reported immediately:

- Lost or stolen laptops or devices (such as a tablet, PDA or smartphone),
- Lost or stolen storage media (such as a flash drive/memory stick or CD-ROM),
- Lost or stolen paper records containing PII,
- Accidentally sending PII to the wrong person (such as sending an e-mail to the wrong address),
- Learning that PII was delivered to the wrong person by the postal service or courier,

- Accidentally sending PII in an unsecured format, such as transmitting sensitive PII over the Internet in an unencrypted format,
- Lost or compromised passwords or access cards,
- Inappropriate uploading or downloading of content (which could contain malicious code),
- Presence of viruses, spyware or other malicious code on a Department computer, or
- Any event that corrupts PII in a Department system.

If you become aware of any known or suspected misuse or improper disclosure of PII, you must also immediately notify the privacy officer.