WV Executive Branch
Privacy Tip

Reporting an Incident



An incident is defined as *"any event that compromises the security, confidentiality, or integrity of personally identifiable information (PII)."* It could be PII emailed, mailed or faxed to the wrong person, a lost laptop, or lost documents. Even the very best privacy programs have incidents – we know that people make mistakes and PII becomes exposed. The best privacy programs prepare for incidents; workers know how to report mistakes and privacy officers know how to respond.

Always notify your supervisor or manager immediately of a suspected incident!

If you know or suspect that an incident has occurred, be sure to contact the Office of Technology by one of the following methods:

- ✓ Going to the West Virginia Office of Technology (WVOT) Web Site at https://apps.wv.gov/ot/ir/Default.aspx, and filling out the online Incident Report Form
- ✓ Contacting the WVOT Service Desk by phone at 304-558-9966 or 877-558-9966

Be prepared to supply the following information:

- ✓ The date the incident occurred (if known) or was discovered.
- ✓ The type of PII that was exposed. **Remember – Do NOT include any specific PII in your incident report – only the TYPE of PII.**
- ✓ What steps (if any) have been taken to recover the PII.
- ✓ Any other information that may be relevant.

For more information on recognizing and reporting incidents, visit the Incident Response page of the Privacy Office website www.privacy.wv.gov.