



# Privacy & Data Protection

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- New privacy principles for Scotland, p.17
- Data security breach at The White House, p.18
- Cloud computing could provide €763bn to top five EU countries, p.19

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## Banking giant exposes data of thousands

A printing error at Santander caused the bank statements of 35,000 customers to be sent to the wrong recipient.

The bank has asserted that there is no additional risk of fraud, but customers were sent details of their own banking transactions as well as other people’s, therefore containing their name, account number, sort code and spending habits.

It claims that the printing system resets after 35,000 copies are printed, and so this will have prevented any further customers’ personal data being

compromised.

The duplication of the data occurred on statements dated 18th December 2010, and Santander has promised to write to all customers affected and has advised that they keep aware of any fraudulent transactions on their statement as a precaution.

There will be a team at their call centre which will be dealing with any customers who are concerned about the mix-up, and customers who do become victims of fraud as a result of this incident will be refunded by the bank.

The bank immediately informed the Financial Services Authority when it became aware of the issue and a spokesperson from the FSA has said it will be “keeping a close eye on the situation”.

A spokesperson for the UK Information Commissioner’s Office said: “We will be making enquiries into the circumstances of the apparent breach of the Data Protection Act before deciding what action, if any, needs to be taken.”

It remains to be seen what punishment Santander could face for such a

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## Scottish Court Service under ICO scrutiny

The Scottish Court Service has signed an Undertaking for the UK Information Commissioner’s Office following a breach of the UK Data Protection Act.

The breach occurred when the Court Service failed to take sufficient steps to prevent court documents containing sensitive personal data being accidentally disposed of at a recycling bank in Glasgow by the editor of a

series of law reports.

A Scottish newspaper published details of a discovery of files containing appeal documents in September 2010. This brought the incident to the ICO’s attention and led to an investigation which found that no checks were being made on the security of the editor’s procedures prior to sharing the data.

The court service has now revised its methods for handling sensitive data by staff and other people involved in the court process.

It has committed to ensure that:

1. all staff are aware of the policy for the storage, use and disclosure or sharing of personal data and are appropriately trained;

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