

17. What happens if something goes wrong

Main points

If something goes wrong, like someone losing a file or someone stealing a computer, we might have to report it.

Under the General Data Protection Regulation there are important things that we have to do if something goes wrong with how we look after the personal information we have about you.



Things that can go wrong include us losing information or people who do not work for Merton CIL breaking into our files or computers.

The GDPR calls this a data breach. This means that law has been broken about how information should be kept





If this happens at Merton CIL, we will check how bad it has been and what problems there might be for you.

If we think there is going to be a problem, we have to report what has happened to the Information Commissioner's Office. If it is something you need to know about, we will contact you.



One of Merton CIL's managers will decide whether it is something that needs to be reported.

We will keep a record of all problems like this that happen.

