

Privacy and Security Incidents

While you might try to keep information safe, privacy and security incidents do happen and it is important for you to know how to respond to these incidents. If you believe something may have happened that could be considered a privacy or security incident – **always report it!** Your supervisor and the appropriate offices can help you with next steps.

What 'counts' as a privacy or security incident?

What is a Privacy Incident?	Examples
An incident where there is the suspicion of unauthorized access, collection, use, disclosure or disposition of personal information in the custody or under the control of UVic.	<ul style="list-style-type: none">• An employee accidentally leaves a binder with all staff home addresses in a coffee shop.• An employee inadvertently sends an email to the wrong person containing personal information about a former employee.• A staff member's phone or laptop that has information about UVic students has been stolen.
What is a Security Incident	Examples
Any event where there is suspicion that confidentiality, integrity, or accessibility of UVic electronic data has been compromised, or a complete system or infrastructure is vulnerable to attack.	<ul style="list-style-type: none">• A staff member's UVic provided device has been stolen.• Forgetting to remove employee's access to services after they leave.• Entering your passphrase after clicking a suspicious link in an illegitimate email (phishing).• A computer has become infected with a virus or other malicious software.

If in doubt whether your situation is a reportable incident, or what kind of incident it is, contact the Computer Help Desk (helpdesk@uvic.ca or 250-721-7687).

What should I expect if a privacy or security incident occurs?



*Start by asking your supervisor for help. If needed, you or your supervisor may reach out to the Chief Privacy Officer or the Information Security Office for assistance. *

If you are in doubt and require further assistance, don't hesitate to contact one of these information sources:

- [Privacy Office](#)
- [Information Security Office](#)
- [Campus Security](#)