



Information Governance

2025/26



Keeping your data secure

We take our responsibility to look after customer data very seriously and follow ICO guidance to keep your data secure. We are Cyber Essentials Plus certified and are doing what we can to stay safe from cyber security threats.

You can find out more about what information we hold and how we process data in our [Privacy Notice](#).

We will publish our Information Governance statistics annually for the previous financial year.

Subject Access Requests (SAR)

A Subject Access Request is a request by an individual to see what personal data an organisation holds about them. It also includes information about how that data is processed, in accordance with data protection legislation.

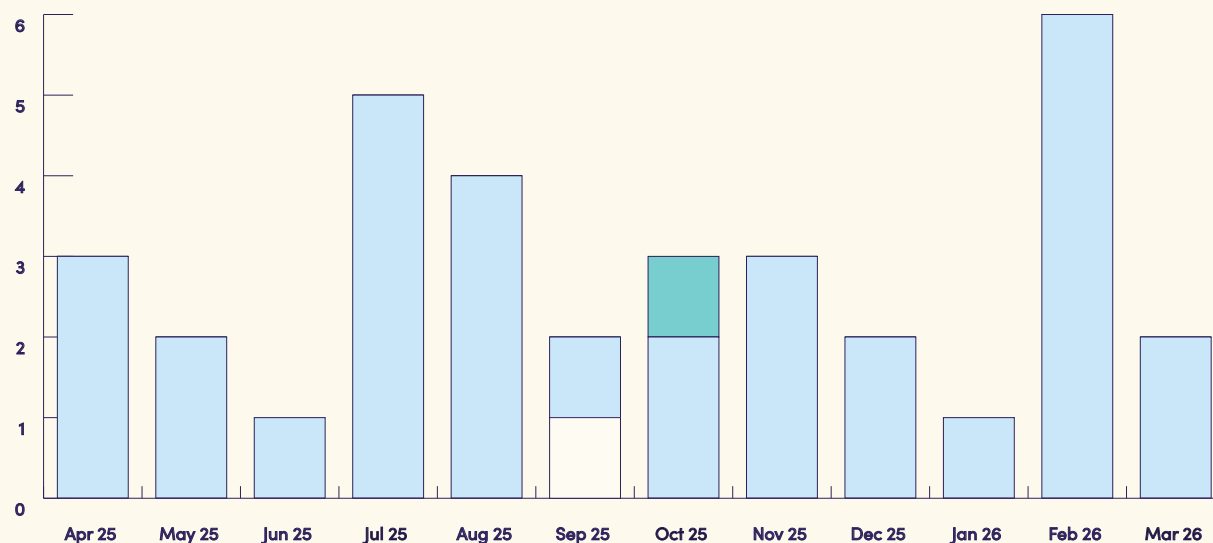
Last year we received

32

**Subject Access
Requests**



Information Governance activity 2025/26



Key

- Data breach (reportable)
- Cyber breach (reportable)
- Subject Access Request (SAR)
- Other individual rights
- Information Commissioner's Office (ICO Involvement)

	April 25	May 25	Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 25	Jan 26	Mar 26	Total
Data breach (reportable)	0	0	0	0	0	1*	0	0	0	0	0	0	1
Cyber breach (reportable)	0	0	0	0	0	0	0	0	0	0	0	0	0
Subject Access Request (SAR)	3	2	1	5	4	1	2	3	2	1	6	2	32
Other individual rights	0	0	0	0	0	0	0	0	0	0	0	0	0
Information Commissioner's Office (ICO Involvement)	0	0	0	0	0	0	1	0	0	0	0	0	1

* This breach was reported to the Information Commissioner's Office and we followed the ICO's recommendations to limit the impact of the breach and help prevent this happening again.

Information Governance activity explained

Data breach (reportable)

A confirmed breach of personal data that is likely to result in a risk to the rights and freedoms of individuals. This type of breach must be reported to the Information Commissioner's Office (ICO), within 72 hours of awareness, in line with UK GDPR requirements.

Cyber breach (reportable)

A confirmed incident involving unauthorised access to, disclosure of, alteration of, loss of, or disruption to data, information systems, or digital services, where the event meets reporting thresholds.

Subject Access Request (SAR)

A request made by an individual to access their personal data held by an organisation, along with supplementary information about how that data is processed, in accordance with data protection legislation.

Other individual rights

Requests made by individuals to exercise their rights under data protection law, (not including SARs). This includes rights such as rectification, erasure, restriction of processing, data portability, and objection to processing.

Information Commissioner's Office (ICO Involvement)

Any engagement with the ICO regarding breach notifications, complaints and investigations.



Contact us

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 **TwoRiversHousing**