

Quarterly Report of the Chief Privacy Officer on Agency Collections and Disclosures Made Under Exigent Circumstances or in Violation of the Identifying Information Law*

Reporting Period: December 16, 2022, through March 15, 2023

*This report is compiled in accordance with the requirements of Section 23-1202 of the New York City Administrative Code, which requires the Chief Privacy Officer to submit a quarterly report containing an anonymized compilation or summary of agency collections and disclosures of identifying information made under exigent circumstances or in violation of the Identifying Information Law to the Speaker of the City Council.

Description	Total
Total number of collections and disclosures of identifying information reported by agencies made under exigent circumstances: (N.Y.C. Admin. Code § 23-1202(d))	0
Total number of disclosures of identifying information reported by agencies made in violation of the Identifying Information Law: (N.Y.C. Admin. Code § 23-1202(c)(4))	30

For the reporting period December 16, 2022, through March 15, 2023, City agencies and offices have reported collections and disclosures made under exigent circumstances or in violation of the Identifying Information Law as summarized below.

Type of disclosure reported	Summary description
Disclosure in Violation of the Identifying Information Law	Agency employee received a phishing email which resulted in access to an email account. The agency remediated and reset the affected email account.
Disclosure in Violation of the Identifying Information Law	Agency employee inadvertently sent client identifying information to another client. The agency notified the client whose identifying information was inadvertently disclosed and reminded staff to review identifying information in agency documentation before sending. The agency notified the affected client.
Disclosure in Violation of the Identifying Information Law (3)	In three instances, clients' identifying information was inadvertently sent to other clients due to a technical error. The agency notified the clients whose identifying information was inadvertently disclosed and fixed the error.
Disclosure in Violation of the Identifying Information Law (2)	In two instances, third parties gained unauthorized access to agency clients' online accounts and accessed or changed account information. The agency notified the clients, and the clients reverted the changes to the accounts.
Disclosure in Violation of the Identifying Information Law (3)	In three instances, agency employees inadvertently emailed client identifying information to third parties. The agencies instructed the third parties to delete the emails and the third parties complied. The agencies are drafting notification to the affected clients and discussing changes to their client notification practices.
Disclosure in Violation of the Identifying Information Law (14)	In fourteen instances, agency employees improperly accessed agency databases and disclosed identifying information to third parties. Some of the employees were disciplined.
Disclosure in Violation of the Identifying Information Law	Agency employees created accounts for an online workspace without following agency policy and posted employee identifying information to the workspace. The identifying information was deleted.

Disclosure in Violation of the Identifying Information Law	Agency employees disposed of documents containing client identifying information before shredding them. The documents were placed on a garbage truck and the agency could not determine the identities of the affected clients. The agency redistributed its confidentiality policy to agency staff and reminded agency staff that all confidential documents ready for destruction must be shredded.
Disclosure in Violation of the Identifying Information Law (2)	In two instances, an agency sent client identifying information to a third-party vendor without following agency policy. The has advised employees to stop using the service.
Disclosure in Violation of the Identifying Information Law	A third party gained access to an agency employee’s email account and sent phishing emails from the account. The account was promptly disabled.
Disclosure in Violation of the Identifying Information Law	Agency contractor’s staff member emailed client identifying information to a third party. The staff member has been removed and referred to the contractor for disciplinary action. The agency has requested the recipient not to redisclose the identifying information and to confirm that it deleted the identifying information.

Submitted by: Michael Fitzpatrick
[Michael Fitzpatrick \(Mar 24, 2023 11:21 EDT\)](#)
 Michael Fitzpatrick
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Date: March 24, 2023