

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

Reporting Period: June 16, 2022, through September 15, 2022

*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 such disclosures to the Speaker of the City Council.

Description	Total
Total number of disclosure(s) reported by agencies as made under exigent circumstance(s): (N.Y.C. Admin. Code § 23-1202(d))	0
Total number of disclosure(s) reported by agencies as made in violation of the Identifying Information Law: (N.Y.C. Admin. Code § 23-1202(c)(4))	19

For the reporting period June 16, 2022, through September 15, 2022, City agencies and offices have reported 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 mistakenly placed clients' identifying information in other clients' joint agency account. The agency is preparing to notify the former clients and will offer credit monitoring.
Disclosure in Violation of the Identifying Information Law	Agency contractor's employee improperly emailed client identifying information to a personal email account. Agency's contractor determined that the information was not accessed or misused by unauthorized individuals. The employee deleted the email from their personal account and is no longer employed by the contractor.
Disclosure in Violation of the Identifying Information Law	Agency contractor's employee mistakenly mailed the identifying information of two clients to each another. Both clients verbally confirmed destruction of the information with the contractor and the issue was discussed with the employee. The contractor notified the affected clients and the agency.
Disclosure in Violation of the Identifying Information Law (2)	In two separate incidents, agency employees mistakenly scanned client identifying information into another client's file. The agency reminded the employees to check that each client's file contains only their own documents. The agency removed the mistaken information and will notify the affected clients.
Disclosure in Violation of the Identifying Information Law	Agency database software update contained software errors resulting in an accidental disclosure of client identifying information. The agency's IT division corrected the errors and deleted the information. The agency notified the affected clients and is offering credit monitoring.
Disclosure in Violation of the Identifying Information Law	Agency employee emailed client identifying information to a third party without encrypting the email. The agency notified the affected client.
Disclosure in Violation of the Identifying Information Law	Agency employee mistakenly emailed a client's identifying information to another client. The information was destroyed and the agency notified the affected client.

Disclosure in Violation of the Identifying Information Law (3)	In three separate incidents, agency employees improperly accessed agency databases and disclosed identifying information to third parties. The agency conducted investigations and disciplined the employees.
Disclosure in Violation of the Identifying Information Law	Agency employee recorded agency video footage on their personal device, which was improperly disclosed to third parties. The agency conducted an investigation and disciplined the employee.
Disclosure in Violation of the Identifying Information Law	Agency employee's agency laptop and client documents were stolen. The laptop was password-protected and the employee stated that no files were stored locally. The employee reported the incident to the agency's IT department and law enforcement. The employee is notifying the affected clients.
Disclosure in Violation of the Identifying Information Law	Agency employee mistakenly removed documents containing client identifying information from a shredding bin and disposed of them before first shredding them. The agency will send a notification letter to the affected client.
Disclosure in Violation of the Identifying Information Law (5)	In five separate incidents, agency employees mistakenly sent client identifying information to unintended recipients. The agency notified the affected individuals.

Submitted by: _____
Michael Fitzpatrick
Chief Privacy Officer, City of New York

Date: September 28, 2022