



WV Executive Branch Privacy Tip

Reporting an Incident



An incident is defined as *“any event that compromises the security, confidentiality, or integrity of personally identifiable information (PII).”* It also includes events that involve the misuse of state IT systems, or that are disruptive to the normal operation of systems or databases.

Examples of incidents include (but not limited to):

- Unauthorized access, use or disclosure of PII.
- PII mailed, emailed or faxed to the incorrect recipient.
- Lost documents.
- Loss, theft, or damage of computers, external media (flash drives, hard drives, etc.).
- Virus or malware launched into the State system.

To report an incident:

Submit an incident report to OT:

- a. CALL IMMEDIATELY IF CRITICAL TO THE SYSTEM: 1-877-558-9966
- b. Complete the form on the OT website: <https://apps.wv.gov/ot/ir/Default.aspx>
- c. Email to incident@wv.gov

Always notify your supervisor or manager immediately of a suspected incident!

Even if it seems like “no big deal”, it’s better to report an incident than to have a breach of privacy or of a system that could interfere with normal business operations.

For more information on recognizing and reporting incidents, visit the [Incident Response](#) page of the Privacy Office website www.privacy.wv.gov.

Note: Your agency/bureau/department/division may have specific requirements – always check your policies and procedures. If you have questions, contact your Privacy Officer.