**Report Serious Incident**

**Are you reporting a new serious incident or updating an existing one?**
I am reporting a new serious incident

**Do you have authority to report the incident(s) on behalf of the trustees?**
Yes

**Is the charity registered with the Charity Commission?**
Yes

**Charity name or number**
Parish to add their charity name and/or charity number

**Select a charity**
Select the correct charity

**Charity name or number to reset lookup**
Select the correct number

**Title**
**Given Name**
**Family Name**
**Your email address**
**Your telephone number**
**What is your connection to the charity? (You can select more than one option)**

**Add details of person who is reporting**

**Choose the best option to describe the incident type (select one option only)**
Other significant incidents (for example insolvency, forced withdrawal of banking services without alternative, significant data breaches/ losses, incidents involving partner that materially affect the charity)

**Which of the trustees are aware of the incident(s) you are reporting?**
All

**Did the incident take place on a single date or did it take place over a period of time?**
It took place on a single date

**What was the date of the incident?**
31/07/2025

**Is this an approximate date?**
Yes

**When did the charity become aware of the incident?**
22/08/2025 or the date the parish were notified about this incident

**Did the incident take place in part of the UK or overseas? (Must select at least one but can be multiple selection)**
England or Wales

**Do you know or suspect that a crime has been committed?**
Don't know

**Have you reported the incident to any other regulator(s) or statutory agencies?**
Yes

**Identify the regulators/agencies that you have reported the incident to**
Information Commissioner's Office

**List the agency or agencies you have reported to including the contact name and number and any reference numbers.**
If you have received a reference number, use this here

**Has the charity prepared or released any media handling/press lines in relation to the incident?**
No

**Are you reporting on behalf of more than one charity?**
No

**Choose one option to describe the other type of significant incident that you are reporting**
An incident has occurred involving one of your charity's partners in the UK or internationally which has materially affected your charity, its staff, operations and/or reputation

**Partner name**
Access Personal Checking Services Ltd

**Choose the option that best describes the incident type**
Other significant incidents

**Provide a short summary of the incident including details of what has happened and how it came to the charity's attention**
On (insert date you were notified) we were notified by a member of staff who received a breach notification from Access Personal Checking Services Ltd (APCS) of a significant data breach that had occurred involving data processed by APCS acting as the data processor. APCS are a Disclosure and Barring Service (DBS) register umbrella body, providing criminal record checking services to (name of your PCC). On 17 August 2025 APCS were notified by Intradev, their external software supplier, that a part of their system had been subject to unauthorised access. The incident itself occurred around 31 July 2025. Intradev confirmed that certain files that relate to personal data were copied from their systems. Intradev became aware of the breach on 15 August and provided APCS with copies of the compromised data on 18 August. APCS own network and servers were not compromised; however they reported the data breach to the ICO. From assessments made so far by APCS, the data that is affected is from 1 December 2024 to 9 May 2025. APCS have processes that obfuscate historic data, for example six months after a check has been completed, and this limits the exposure. According to the notification from APCS, they do not store details of criminal convictions as these are only revealed on the disclosure document. Personal data of approximately (insert the number of people in the parish affected) has been compromised. The details include basic personal identifiers, official documents such as driving licences, and NI numbers, passport and date and place of birth.

**Provide a short summary of the impact of the incident on the charity (For example, how has it affected the charity's staff, operations, finances and/or its reputation?)**
(Inset number affected) have had their personal data compromised. This includes their official documents such as driving licence, passport, date and place of birth. They could be subject to identity theft and phishing emails.

**Provide a short summary of the steps that have been taken or are being taken to deal with the incident**
We have paused all disclosure applications to APCS. We will contact all staff directly affected and have notified other staff. We will offer them guidance on what they can do to protect themselves and the Church of England nationally is offering a credit monitoring service.

**Confirm what action has been taken to prevent future incidents from occurring**
This was not a breach of our system - it was a breach of the systems at APCS/Intradev

**Are the charity trustees satisfied that the action taken in response to the incident gives them assurance that it has been properly managed, the appropriate organisations and/or statutory bodies have been notified and adequate procedures are in place to manage any live risks to the charity and the people who come into contact with it through its work?**
Yes

**I confirm that the information I have provided in this service is true and correct to the best of my knowledge**
Confirm