

FOI/2009/32

**REQUEST FOR ACCESS TO RECORDS UNDER THE
FREEDOM OF INFORMATION ACT, 1997,2003**

Details of Applicant

Telephone Number(s)

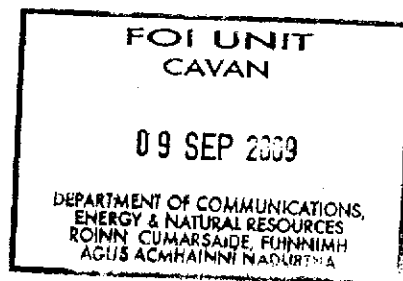
Home :

Business:

Mobile: .

Email :

To
FOI Unit
Department of Energy, Communications and Natural
Resources
Elm House
Earlsvale Road
Cavan
Co Cavan



Details of Request

In accordance with **Section 7 of the Freedom of Information Act**, I request access to records that are Non-personal

I request the following records:

Records relating to the loss of Data by Bord Gais and any correspondence between the Department and Bord Gais relating to the theft of the unencrypted Laptops and loss of personal data (including my own) since the 5th June 2009 (including date of 5th of June) and any record(s) relating to Data Protection, IT Security that have been exchanged since this date.

I also request having been personally effected by the theft of my data, under Section 18 of the FOI:

A reason for any decisions made to act, or to forbear to act, by the Department relating to the theft of the unencrypted Laptops and loss of personal data (including my own) since the 5th June 2009 (including date of 5th June 2009) and any record relating to Dat protection, IT Security that have been exchanged since this date

Enclosed please find €15 as the Fee for this request

Sincerely

Department of Communications, Energy and Natural Resources
Roinn Cumarsáide, Fuinnimh agus Acmhainní Nádirtha

14/09/2009

FOI Request Reference: FOI/2009/32

Dear Mr Casey,

I refer to your FOI request under Section 7 of the Freedom of Information Acts, 1997 and 2003, received in this office on 09/09/2009 requesting records relating to the loss of data by Bord Gáis. The application was received along with the associated fee.

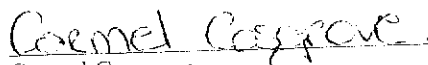
The officer handling your request will be Ms Mary Mooney, Oil, Gas, Grid & Peat Division, Department of Communications, Energy and Natural Resources, 29-31 Adelaide Road, Dublin 2. Mary can be contacted on 01 6782967.

You can expect to receive your decision by the 07/10/2009.

If you have not received a decision by that time, you are automatically entitled to appeal to the Department for a review of the matter. This review proceeds on the legal basis that the initial request is considered to be refused once the specified time for responding to it has expired. A request for a review should be addressed to the undersigned at the address shown.

Please note the Department of Communications, Energy and Natural Resources has a policy of posting a summary of non-personal requests and decisions on the Departments website for reference purposes.

Yours sincerely,


Carmel Cosgrove

FOI Unit
Department of Communications, Energy and Natural Resources
Elm House,
Earlsvale Rd
Cavan

Phone: 01 6782902



19/10/2009

FOI Request Reference: FOI 2009 32

Dear

I refer to the request you have made under the Freedom of Information Acts, 1997 and 2003, requesting records relating to the loss of data by Bord Gais.

I have made a final decision on your request and I attach all relevant records with this letter. If you have any queries regarding this correspondence you can contact me by telephone at the number below. A schedule of the records covered by your request is also attached.

I wish to advise you that, if for any reason you are not satisfied with the outcome of your request, you are entitled to seek a review by appealing the decision. To appeal, you need to write to the FOI Unit, Department of Communications, Energy and Natural Resources, Elm House, Earlsvale Rd, Cavan, Co Cavan. You must make your appeal within 4 weeks of the date of this letter, but the making of a late appeal may be permitted in certain circumstances. The review will involve a complete reconsideration of the matter by a more senior member of the staff of this Department.

Please note that an application fee for an appeal is currently €75.00 and a reduced fee of €25.00 applies if you are covered by a Medical Card.

If claiming a reduced application fee, the request must also be accompanied by

- The Medical Card registration number
- The name of the issuing Health Board
- Your consent to the verification of these details with that Health Board.

Payment should be made by way of bank draft, money postal order, or personal cheque made payable to "Department of Communications, Energy and Natural Resources".

On receipt of the fee, you will be advised of when you can expect a decision on your appeal, and the contact details of the person handling the appeal.

Yours sincerely,


Mary Mooney

Department of Communications, Energy and Natural Resources
Elm House, Earlsvale Rd
Cavan
Co Cavan

Phone: 01 6782967

Schedule of Records - Summary of Decision Making

FOI Request Reference: 2009/32

Rec. No	Brief description and date of record	FileRef	No. of page	Decision: Grant/Part Grant/Refuse	Basis of Refusal: Section of Act	Reason for Decision	Public Interest Considerations (for and against release)	Record Edited/Identify Deletions
1.	Email from BGE with copy letter received from customer and reply to same 22-24/06/09	LEG 7 Data Protection Act file	3	Part Grant	S28 - Third Party Personal Information			S28 - Third Party Personal Information Name, Address and Account details of Third Party
2.	Press Query to Dept and replies 24-55 June	LEG 7	6	Grant				S28 - Third Party Personal Information Name, Address and Account details of Third Party
3.	Email to Dept with copy letter BGE. customer sent to BGE and copy email sent to DPC	LEG 7	2* Includes customer letter as in Record 1 above	Part Grant	S28 - Third Party Personal Information			S28 - Third Party Personal Information Name, Address and Account details of Third Party
4.	Press Query from Daily Mail and reply 23/06/09	LEG 7	19	Part Grant	S28			Deletion of Private Mobile Number

Schedule of Records - Summary of Decision Making

FOI Request Reference: 2009/32

Rec. No	Brief description and date of record	FileRef	No. of page	Decision: Grant/Part Grant/Refuse	Basis of Refusal: Section of Act	Reason for Decision	Public Interest Considerations (for and against release)	Record Edited/Identify Deletions
5	Briefing Note to Minister 19/06/09	LEG 7	1	Grant				
6	Email and Report from Bord Gais Chief Executive to Minister 17/06/09	LEG 7	3	Grant				
7	Emails from BGE to Dept and Dept to relevant personnel with copy BGE Statement 17/06/09	LEG 7	6	Part Grant	S28			Deletion of a private mobile number
8	Email to Sec Gen and Minister with BGE Statement 17/06/09 and copy sent Dept Taoiseach and Justice for Information	LEG 7	2	Part Grant		Material not relevant to request		Deleted material not relevant to request
9	Email with Press Statement recd from BGE 17/06/09	LEG 7	2	Grant				
10	Email to Minister's Private Secretary and Senior Management outlining incident 17/06/09	LEG 7	1	Grant				
11	Copies of Press Cuttings on incident	LEG 7	18	Refuse	S46 (2)a	Already published		

**Katherine Licken**

From: Tara Tighe [ttighe@bordgais.ie] on behalf of David Bunworth [DBUNWORTH@bordgais.ie]
Sent: 24 June 2009 12:11
To: Katherine Licken
Cc: David Bunworth
Subject: [REDACTED]
Attachments: [REDACTED]

Katherine,

Please see attached, original letter from [REDACTED] together with our reply, sent by post this morning.

Regards

David Bunworth
Managing Director

Bord Gáis Energy
Foley St, Dublin 1, Ireland
T: +353 1 602 6537
M: +353 86 241 6436
www.bordgaisenergy.ie

22 June 2009

Mr David Bunworth
Managing Director
Bord Gáis Energy

Dear Mr Bunworth

Thank you for your circular letter to customers regarding the theft of four laptops containing customer data.

You have explained in your letter that you have completed a programme for encryption of all customer data. That is reassuring but in the circumstances it would be essential I think for you to publish independent validation that this is the case.

Furthermore, I would be grateful if you could let me know what measures are now being, or have been taken to protect the bank accounts details of which have fallen into the hands of the people who stole the laptops and to prevent access to these accounts.

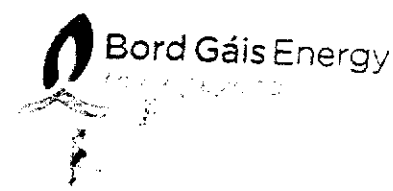
Finally, would it not be timely for the future to prohibit any practices whereby customer data is held and saved on individual portable computers such as laptops.

I look forward to hearing from you.

I have copied this letter to the Data Protection Commissioner.

Yours sincerely

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23rd June 2009

Dear [Redacted]

May I commence by apologising unreservedly for the fact that your data was part of working validation files on an unencrypted laptop. The fact that the files are hidden, and sophisticated passwords are present on the computer, does not provide the maximum security assurance required by you and the Bord Gáis strict data protection policy. Whilst Bord Gáis in this instance was a victim of crime, all checks and balances were not in place to provide maximum assurance to our customer base – and this is wholly unacceptable and was as a result of material human error.

In response to your specific request, I would like to state the following:

Since July 2008 the company embarked on a rigorous policy of encrypting. Unfortunately IT Security reports informed that all laptops were encrypted but subsequent analysis proved that this was not the case – this was due to a material human error. The incident and all IT Security matters within Bord Gáis are being independently validated. We have 100% encryption of all laptops now – regrettably this does not mitigate the issue of those stolen. We have worked closely with all of the banks and all accounts are monitored for any irregular activity. We have not received any report of any fraud of any customer account to date and appropriate measures are now in place to mitigate such potential.

Finally I totally agree that irrespective of encryption, this data did not need to reside on the individual's laptop – all the data is now on our secured network.

Yours sincerely,

David Bunworth
David Bunworth
Managing Director

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Katherine Licken

From: Michael Goodwin
Sent: 25 June 2009 08:33
To: Katherine Licken; Breda Holly
Subject: FW: Bord Gas Query

From: Sara White
Sent: 24 June 2009 18:54
To: John Twomey
Cc: Michael Goodwin
Subject: FW: Bord Gas Query

john hadnt seen michaels proposed one. pl use it in future

-----Original Message-----

From: Michael Goodwin
Sent: Wednesday, June 24, 2009 5:17 PM
To: Sara White
Cc: Katherine Licken; Breda Holly
Subject: RE: Bord Gas Query

Sara,

Please see below. I propose the following response:-

The Minister reiterates the position that this is an operational matter for the Board and Management of Bord Gáis Éireann. The Minister understands that the Board was in immediate contact with both the Garda Síochána and the Data Protection Commission in relation to this matter and it that was agreed between the parties that the incident would not be made public immediately.

The Minister is satisfied that the matter has been dealt with professionally and sensitively by the Board having regard at all times for the best interests of the public, the customers of BGE and BGE itself.

Michael

From: John Twomey
Sent: 24 June 2009 16:53
To: Michael Goodwin
Subject: FW: Bord Gas Query
Importance: High

Michael, could you have a look at the beneath please?

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcentr.ie

From: Press Office MM
Sent: 24 June 2009 16:31

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To: John Twomey; Katherine Licken; Colm Ó Conaill; Sara White
Cc: Press Office MM; Press Office MM
Subject: RE: Bord Gas Query
Importance: High

Katherine, Sara, Colm

I have had another call from Alan Sherry regarding this. Have you any obs in relation to a reply? (especially in relation to the text in bold)

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 Ph. 01 678 2441

John,

I have put my queries to them. They have declined to deny or confirm them. I still have a number of questions for DCENR

When was the Minister made aware of the laptop theft? I'm of the understanding it wasn't until last Wednesday - more than a week after the laptop was stolen. Was the Minister happy about this delay?
How was the Minister made aware of the theft? I assumed it would be protocol for Bord Gais as a semi-state energy company to inform the Minister of such thefts. If this did not happen have questions been asked as to why it didn't?

Does the Minister have any concerns that the details of 140,000 customers were contained on the laptops and not the 75,000 Bord Gais has claimed? Of these 140,000 I am told 95,000 had banking details.

It has also emerged that credit card details and dates of birth were contained on the laptops. Has the Minister any concerns as to why these details were not revealed when Bord Gais went public last week.

Is the Minister in contact with Bord Gais over the matter and will he ask them to give him a full breakdown of the data on the stolen laptop?

Has the Minister been in contact with the financial institutions to check if the number of people whose accounts are being monitored tallies with the number of affected customers claimed by Bord Gais.

Regards
 Alan

<alan.sherry@dailymail.ie> To:
 <Colm.OConaill@dcenr.gov.ie>, "Press Office MM" cc: Colm Ó Conaill
 "Press Office MM" <Press.Office@dcenr.gov.ie>, "Sara White" <Press.Office@dcenr.gov.ie>,
 <Sara.White@dcenr.gov.ie> "Press Office White"
 Query MM" Subject: Bord Gas
 <Press.Office@dcenr.gov.ie> Words:

nr.gov.ie>

23/06/09

18:05

Dear Alan,

Regarding your Query on the details of the numbers involved on the stolen Bord gas laptops this is an operational matter for BGE and it would be more correct for you to address your queries to them.

Thanking you I remain,

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcenr.ie

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Katherine Licken

From: Michael Goodwin
Sent: 25 June 2009 08:33
To: Katherine Licken; Breda Holly
Subject: FW: Bord Gas Query

From: Sara White
Sent: 24 June 2009 18:52
To: Press Office MM; Michael Goodwin
Subject: RE: Bord Gas Query

thats ok for now John.
thanks
sara

-----Original Message-----

From: Press Office MM
Sent: Wednesday, June 24, 2009 5:36 PM
To: Michael Goodwin
Cc: Sara White; Press Office MM; Press Office MM
Subject: RE: Bord Gas Query

Thanks Michael, I have spoken to Katherine and to Kathleen O Sullivan of BGE and have a draft answer here as follows.

The Minister was made aware of the laptop theft by BGE on Wednesday before the story was announced to the media. The Department and BGE are in regular contact on this and other issues. All other questions should be addressed to BGE for whom this is an operational issue.

Sara, any obs on this?

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcenr.ie

From: Michael Goodwin
Sent: 24 June 2009 17:18
To: John Twomey
Cc: Sara White
Subject: RE: Bord Gas Query

John,

I have drafted a reply and submitted to Sara for clearance. I will get it to you as soon as possible.

Regards

Michael

From: John Twomey
Sent: 24 June 2009 16:53
To: Michael Goodwin
Subject: FW: Bord Gas Query
Importance: High

Michael, could you have a look at the beneath please?

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 29-31 Adelaide Rd.,
 Dublin 2.

Ph 01 678 2441
 e-mail: John.twomey@dcenr.ie

From: Press Office MM
Sent: 24 June 2009 16:31
To: John Twomey; Katherine Licken; Colm Ó Conaill; Sara White
Cc: Press Office MM; Press Office MM
Subject: RE: Bord Gas Query
Importance: High

Katherine, Sara, Colm

I have had another call from Alan Sherry regarding this. Have you any obs in relation to a reply? (especially in relation to the text in bold)

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 Ph 01 678 2441

John,

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How was the Minister made aware of the theft? I assumed it would be protocol for Bord Gais as a semi-state energy company to inform the Minister of such thefts. If this did not happen have questions been asked as to why it didn't?

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It has also emerged that credit card details and dates of birth were contained on the laptops. Has the Minister any concerns as to why these details were not revealed when Bord Gais went public last week.

Is the Minister in contact with Bord Gais over the matter and will he ask them to give him a full breakdown of the data on the stolen laptop?

Has the Minister been in contact with the financial institutions to check if the number of people whose accounts are being monitored tallies with the

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number of affected customers claimed by Bord Gais.

Regards
Alan

To: <alan.sherry@dailymail.ie>
cc: Colm Ó Conaill
<Colm.OConaill@dcecr.gov.ie>, "Press Office MM"
<Press.Office@dcecr.gov.ie>,
"Press Office MM" <Press.Office@dcecr.gov.ie>, "Sara
"Press Office White"
<Sara.White@dcecr.gov.ie>
Subject: Bord Gas
Query MM" <Press.Office@dce
Words:
nr.gov.ie>

23/06/09

18:05

Dear Alan,

Regarding your Query on the details of the numbers involved on the stolen Bord gas laptops this is an operational matter for BCE and it would be more correct for you to address your queries to them.

Thanking you I remain,

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcecr.ie

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Record 3

Katherine Licken

From: Eamonn Molloy
Sent: 22 June 2009 18:10
To: Katherine Licken
Subject: FW: Re Bord Gais laptop theft

Katherine

I can explain the background here.

Eamonn

From: [Redacted]
Sent: 22 June 2009 11:35
To: Eamonn Molloy
Subject: FW: Re Bord Gais laptop theft

Dear Eamonn

Sorry to add to the volume of material in your intray. I would be grateful if you could forward this email to your appropriate colleague for information.

Rightly or wrongly, I am not reassured by the handling of this issue by Bord Gais

I have pasted below copies of an email I sent today to the Data Protection Commissioner and a copy of a letter to Bord Gais.

With best wishes

[Redacted]

From: [Redacted]
Sent: 22 June 2009 11:24
To: 'info@dataprotection.ie'
Subject: Re Bord Gais laptop theft

Attention: Mr Billy Hawkes

Dear Mr Hawkes

I attach below a copy of a letter sent today to Bord Gais in response to their circular letter concerning the theft of laptops.

I have to confess that I find their letter less than reassuring and perhaps straining credibility in some respects e.g. that the encryption process is now complete!

On more general point, there have been a number of thefts where the stolen laptops contained considerable volumes of personal data. Is it appropriate that personal data be stored on individual computers and is it open to your office to direct that this practice be stopped?

Yours sincerely

[Redacted]

[Redacted]

22 June 2009

Mr David Bunworth
Managing Director
Bord Gáis Energy

Dear Mr Bunworth

Thank you for your circular letter to customers regarding the theft of four laptops containing customer data.

You have explained in your letter that you have completed a programme for encryption of all customer data. That is reassuring but in the circumstances it would be essential I think for you to publish independent validation that this is the case.

Furthermore, I would be grateful if you could let me know what measures are now being, or have been taken to protect the bank accounts details of which have fallen into the hands of the people who stole the laptops and to prevent access to these accounts.

Finally, would it not be timely for the future to prohibit any practices whereby customer data is held and saved on individual portable computers such as laptops.

I look forward to hearing from you.

I have copied this letter to the Data Protection Commissioner.

Yours sincerely

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Record 4**Katherine Licken**

From: John Twomey
Sent: 23 June 2009 12:35
To: Katherine Licken; Press Office MM
Cc: Sara White; 'kosullivan@bge.ie'; 'Liam O'Riordan (Sec.)'
Subject: RE: Stolen Laptops,

Thanks Katherine. I will so advise him.

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 29-31 Adelaide Rd.,
 Dublin 2.

Ph 01 678 2441
 e-mail: John.twomey@dceenr.ie

From: Katherine Licken
Sent: 23 June 2009 12:33
To: Press Office MM
Cc: Sara White; 'kosullivan@bge.ie'; 'Liam O'Riordan (Sec.)'
Subject: RE: Stolen Laptops,

John,

I have checked with BGE and the position remains the same as it was reported last week i.e. that 75,000 client details were contained on the stolen laptop. The reporter should address his query directly to BGE.

Katherine

From: Press Office MM
Sent: 23 June 2009 12:19
To: Katherine Licken
Cc: Sara White; Press Office MM
Subject: Stolen Laptops,
Importance: High

Katherine,

Took a phone call from Daily mail there, guy called Alan Sherry saying that they have a story that rather than 75,000 names being on stolen laptops, the full figure is 140,000 names with 90,000 of those having direct debit details.

They want to know Has the minister been briefed on this? Has he been on to Bord gas etc.

Thanks

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 29-31 Adelaide Rd.,
 Dublin 2.

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Ph 01 678 2441

e-mail: John.twomey@dcenr.ie

Katherine Licken

From: Liam O'Riordan (Sec.) [LIORIORDAN@bge.ie]
Sent: 23 June 2009 12:36
To: Katherine Licken
Subject: RE: Stolen Laptops,

Katherine,

I have tried to contact you on landline but there seems to be a problem with the telephone system I think on your side. I left a voicemail on your mobile a few minutes ago.

Can you give me a call on this.

Regards

Liam

From: Katherine Licken [mailto:Katherine.Licken@dcentr.gov.ie]
Sent: 23 June 2009 12:33
To: Press Office MM
Cc: Sara White; Kathleen O'Sullivan; Liam O'Riordan (Sec.)
Subject: RE: Stolen Laptops,

John,

I have checked with BGÉ and the position remains the same as it was reported last week i.e. that 75,000 client details were contained on the stolen laptop. The reporter should address his query directly to BGÉ.

Katherine

From: Press Office MM
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Thanks

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441

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e-mail: John.twomey@dceur.ie

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Bord Gáis Eireann is a body corporate established under the Gas Act 1976.

Thank you for your attention.

Katherine Licken

From: Grace Milton
Sent: 23 June 2009 12:44
To: John Twomey; Katherine Licken
Subject: FW: Stolen Laptops,

John

Can you hold off on advising Daily Mail, as per Katherine's call please?

Thanks
Grace

From: John Twomey
Sent: 23 June 2009 12:35
To: Katherine Licken; Press Office MM
Cc: Sara White; 'kosullivan@bge.ie'; 'Liam O'Riordan (Sec.)'
Subject: RE: Stolen Laptops,

Thanks Katherine. I will so advise him.

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcenr.ie

From: Katherine Licken
Sent: 23 June 2009 12:33
To: Press Office MM
Cc: Sara White; 'kosullivan@bge.ie'; 'Liam O'Riordan (Sec.)'
Subject: RE: Stolen Laptops,

John,

I have checked with BGÉ and the position remains the same as it was reported last week i.e. that 75,000 client details were contained on the stolen laptop. The reporter should address his query directly to BGÉ.

Katherine

From: Press Office MM
Sent: 23 June 2009 12:19
To: Katherine Licken
Cc: Sara White; Press Office MM
Subject: Stolen Laptops,
Importance: High

Katherine,

Took a phone call from Daily mail there, guy called Alan Sherry saying that they have a story that rather than

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75,000 names being on stolen laptops, the full figure is 140,000 names with 90,000 of those having direct debit details.

They want to know Has the minister been briefed on this? Has he been on to Bord gas etc.

Thanks

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcecr.ie

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Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 23 June 2009 13:22
To: Katherine Licken
Subject: RE: Bord Gáis Press Statement

Katherine

That's fine. As per tel call, there were names & addresses of other customers WITHOUT bank details that haven't been quantified, but that a data protection issue.

Regards
 Kathleen

From: Katherine Licken [mailto:Katherine.Licken@dcentr.gov.ie]
Sent: 23 June 2009 13:18
To: Kathleen O'Sullivan; Liam O'Riordan (Sec.)
Subject: FW: Bord Gáis Press Statement

Kathleen – further to our discussion, are you happy with attached response to our press office? Katherine

I have checked with BGE and the position remains the same as it was reported last week (see attached statement from BGE) i.e. that customer information and bank details for 75,000 Bord Gáis Energy electricity customers were contained on the stolen laptop. The reporter should address his query directly to BGE.

From: Press Office MM
Sent: 23 June 2009 12:19
To: Katherine Licken
Cc: Sara White; Press Office MM
Subject: Stolen Laptops,
Importance: High

Katherine,

Took a phone call from Daily mail there, guy called Alan Sherry saying that they have a story that rather than 75,000 names being on stolen laptops, the full figure is 140,000 names with 90,000 of those having direct debit details.

They want to know Has the minister been briefed on this? Has he been on to Bord gas etc.

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Bord Gáis Eireann is a body corporate established under the Gas Act 1976.

Thank you for your attention.

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Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 23 June 2009 17:43
To: Katherine Licken
Cc: Liam O'Riordan (Sec.)
Subject: RE: Bord Gáis Press Statement

Katherine

Alan Sherry from the Daily Mail has now contacted us and we told him the information provided was unchanged. RTE have also lodged a query re numbers and got same answer.

Regards
 Kathleen

From: Katherine Licken [mailto:Katherine.Licken@dceur.gov.ie]
Sent: 23 June 2009 13:18
To: Kathleen O'Sullivan; Liam O'Riordan (Sec.)
Subject: FW: Bord Gáis Press Statement

Kathleen – further to our discussion, are you happy with attached response to our press office? Katherine

I have checked with BGÉ and the position remains the same as it was reported last week (see attached statement from BGE) i.e. that customer information and bank details for 75,000 Bord Gáis Energy electricity customers were contained on the stolen laptop. The reporter should address his query directly to BGÉ.

From: Press Office MM
Sent: 23 June 2009 12:19
To: Katherine Licken
Cc: Sara White; Press Office MM
Subject: Stolen Laptops,
Importance: High

Katherine,

Took a phone call from Daily mail there, guy called Alan Sherry saying that they have a story that rather than 75,000 names being on stolen laptops, the full figure is 140,000 names with 90,000 of those having direct debit details.

They want to know Has the minister been briefed on this? Has he been on to Bord gas etc.

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received this in error, please contact the sender and delete the material from any computer.

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Thank you for your attention.

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Katherine Licken

From: Michael Goodwin
Sent: 24 June 2009 17:17
To: Sara White
Cc: Katherine Licken; Breda Holly
Subject: RE: Bord Gas Query

Sara,

Please see below. I propose the following response:-

The Minister reiterates the position that this is an operational matter for the Board and Management of Bord Gáis Éireann. The Minister understands that the Board was in immediate contact with both the Garda Síochána and the Data Protection Commission in relation to this matter and it that was agreed between the parties that the incident would not be made public immediately.

The Minister is satisfied that the matter has been dealt with professionally and sensitively by the Board having regard at all times for the best interests of the public, the customers of BGÉ and BGÉ itself.

Michael

From: John Twomey
Sent: 24 June 2009 16:53
To: Michael Goodwin
Subject: FW: Bord Gas Query
Importance: High

Michael, could you have a look at the beneath please?

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 29-31 Adelaide Rd.,
 Dublin 2.

Ph 01 678 2441
 e-mail: John.twomey@dccenr.ie

From: Press Office MM
Sent: 24 June 2009 16:31
To: John Twomey; Katherine Licken; Colm Ó Conaill; Sara White
Cc: Press Office MM; Press Office MM
Subject: RE: Bord Gas Query
Importance: High

Katherine, Sara, Colm

I have had another call from Alan Sherry regarding this. Have you any obs in relation to a reply? (especially in relation to the text in bold)

John Twomey
 Press Officer
 Department of Communications, Energy and Natural Resources
 Ph 01 678 2441

John,

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I have put my queries to them. They have declined to deny or confirm them.
I still have a number of questions for DCENR

When was the Minister made aware of the laptop theft? I'm of the understanding it wasn't until last Wednesday - more than a week after the laptop was stolen. Was the Minister happy about this delay?

How was the Minister made aware of the theft? I assumed it would be protocol for Bord Gais as a semi-state energy company to inform the Minister of such thefts. If this did not happen have questions been asked as to why it didn't?

Does the Minister have any concerns that the details of 140,000 customers were contained on the laptops and not the 75,000 Bord Gais has claimed? Of these 140,000 I am told 95,000 had banking details.

It has also emerged that credit card details and dates of birth were contained on the laptops. Has the Minister any concerns as to why these details were not revealed when Bord Gais went public last week.

Is the Minister in contact with Bord Gais over the matter and will he ask them to give him a full breakdown of the data on the stolen laptop?

Has the Minister been in contact with the financial institutions to check if the number of people whose accounts are being monitored tallies with the number of affected customers claimed by Bord Gais.

Regards
Alan

To:
<alan.sherry@dailymail.ie>
cc: Colm Ó Conaill
<Colm.OConaill@dcenr.gov.ie>, "Press Office MM"
<Press.Office@dcenr.gov.ie>, "Press Office MM" <Press.Office@dcenr.gov.ie>, "Sara White"
<Sara.White@dcenr.gov.ie>
Subject: Bord Gas
Query <Press.Office@dcenr.gov.ie>
Words:
nr.gov.ie>

23/06/09

18:05

Dear Alan,

Regarding your Query on the details of the numbers involved on the stolen Bord gas laptops this is an operational matter for ECE and it would be more correct for you to address your queries to them.

Thanking you I remain,

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John Twomey
Press Officer
Department of Communications, Energy and Natural Resources
29-31 Adelaide Rd.,
Dublin 2.

Ph 01 678 2441
e-mail: John.twomey@dcenr.ie

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Katherine Licken

From: Katherine Licken
Sent: 24 June 2009 12:08
To: Michael Goodwin
Subject: FW: Bord Gas Query

Michael

For info. As far as I know, John hasn't got back to Daily Mail. The issue, as we discussed yesterday, is fundamentally one which should be put to the company and we are not going to second guess the number of account details etc. I've told John that he should stick firmly to this line and direct the journalist back to BGE. It might however surface again this afternoon.

Katherine

-----Original Message-----

From: John Twomey
Sent: 23 June 2009 18:28
To: Katherine Licken; Colm Ó Conaill; Sara White
Subject: FW: Bord Gas Query

Just received this from Daily mail in reply to my reply!

John Twomey
Press Officer
Department of Communications, Energy and Natural Resources Pn. 01 678 2441

-----Original Message-----

From: alan.sherry@dailymail.ie (mailto:alan.sherry@dailymail.ie)
Sent: 23 June 2009 18:26
To: Press Office MM
Subject: Re: Bord Gas Query

John,
I have put my queries to them. They have declined to deny or confirm them. I still have a number of questions for DCENR. When was the Minister made aware of the laptop theft? I'm of the understanding it wasn't until last Wednesday - more than a week after the laptop was stolen. Was the Minister happy about this delay? How was the Minister made aware of the theft? I assumed it would be protocol for Bord Gais as a semi-state energy company to inform the Minister of such thefts. If this did not happen have questions been asked as to why it didn't? Does the Minister have any concerns that the details of 140,000 customers were contained on the laptops and not the 75,000 Bord Gais has claimed? Of these 140,000 I am told 95,000 had banking details. It has also emerged that credit card details and dates of births were contained on the laptops. Has the Minister any concerns as to why these details were not revealed when Bord Gais went public last week. Is the Minister in contact with Bord Gais over the matter and will he ask them to give him a full breakdown of the data on the stolen laptop? Has the Minister been in contact with the financial institutions to check if the number of people whose accounts are being monitored tallies with the number of affected customers claimed by Bord Gais.

Regards
Alan

To: <alan.sherry@dailymail.ie>
cc: Colm Ó Conaill

<Colm.OConaill@denr.gov.ie>, "Press Office MM"

<Press.Office@denr.gov.ie>, "Press

Office MM" <Press.Office@dce.nr.gov.ie>, "Sara

"Press Office

MM"

<Press.Office@dce.nr.gov.ie>

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White" <Sara.White@dce.nr.gov.ie>

Subject: Bord Gas Query

Words:

23/06/09 18:05

Dear Alan,

Regarding your Query on the details of the numbers involved on the stolen Bord gas laptops this is an operational matter for BGE and it would be more correct for you to address your queries to them.

Thanking you I remain,

John Twomey

Press Officer

Department of Communications, Energy and Natural Resources

29-31 Adelaide Rd.,

Dublin 2.

Ph 01 678 2441

e-mail: John.twomey@dce.nr.ie

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Katherine Licken

From: Katherine Licken
Sent: 23 June 2009 13:18
To: 'kosullivan@bge.ie'; 'Liam O'Riordan (Sec.)'
Subject: FW: Bord Gáis Press Statement
Attachments: extended release.doc

Kathleen – further to our discussion, are you happy with attached response to our press office? Katherine

I have checked with BGÉ and the position remains the same as it was reported last week (see attached statement from BGE) i.e. that customer information and bank details for 75,000 Bord Gáis Energy electricity customers were contained on the stolen laptop. The reporter should address his query directly to BGÉ.

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Cc: Sara White; Press Office MM
Subject: Stolen Laptops,
Importance: High

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They want to know Has the minister been briefed on this? Has he been on to Bord gas etc.

DUPLICATE
OFF 2 i

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Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 23 June 2009 17:43
To: Katherine Licken
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Katherine

Alan Sherry from the Daily Mail has now contacted us and we told him the information provided was unchanged. RTE have also lodged a query re numbers and got same answer.

Regards
 Kathleen

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of P 22

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Thank you for your attention.

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Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 23 June 2009 13:22
To: Katherine Licken
Subject: RE: Bord Gáis Press Statement

Katherine

That's fine. As per tel call, there were names & addresses of other customers WITHOUT bank details that haven't been quantified, but that a data protection issue.

Regards
 Kathleen

From: Katherine Licken [mailto:Katherine.Licken@dcentr.gov.ie]
Sent: 23 June 2009 13:18
To: Kathleen O'Sullivan; Liam O'Riordan (Sec.)
Subject: FW: Bord Gáis Press Statement

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Thank you for your attention.

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Record S

Katherine Licken

From: Katherine Licken
Sent: 19 June 2009 17:50
To: Minister Ryan
Cc: Colm Ó Conaill; Brendan O'Reilly; Aidan Dunning; Sara White; Michael Goodwin
Subject: BGE theft of laptops

Minister

You enquired as to when BGÉ contacted the Data Protection Commissioner's Office (DPC) in relation to the theft of laptops from the BGÉ offices at Joyce's Court, Dublin. I have sought clarification from BGÉ who advise the following:

- The theft occurred on Friday 5th June. BGÉ contacted the Gardaí and the DPC immediately that day;
- BGÉ provided an initial written report on the incident to the DPC on Sunday 7th June, as agreed with the DPC;
- The following Thursday 11th June BGÉ made further contact with the DPC to update them on developments, including the fact that one laptop was unencrypted. At this point, BGÉ sought advice from the DPC on how best to deal with the issue going forward;
- On Friday 12th, the DPC spoke with BGÉ and a meeting was arranged for Monday 15th between BGÉ and the DPC;
- Following the meeting on Monday 15th, and based on a recommendation from the DPC, BGÉ commenced arranging measures to contact customers (letters to customers, helpline, media, website info etc) as quickly as possible;
- Letters issued today to all 75,000 customers whose details were held on the stolen laptop. Website information and a helpline are also in place.

Katherine

*Katherine Licken
Principal
Oil Supply, Oil, Gas, Grid and Peat Corporate Division
Department of Communications, Energy and Natural Resources
29 - 31 Adelaide Road,
Dublin 2*

*Ph: + 353 1 6782960
Fax: + 353 1 6782969
Email: Katherine.Licken@dcenr.ie*

Breda Holly

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Record 6

From: Katherine Licken
Sent: 18 June 2009 09:52
To: Breda Holly; Gregory McDermott; Michael Goodwin
Subject: FW: Briefing to Minister
Attachments: Briefing to Minister.doc

Michael / Breda / Greg

Confidential note for the file from BGÉ.

Katherine

From: Colm Ó Conaill
Sent: 18 June 2009 09:29
To: Katherine Licken; Sara White; Aidan Dunning; Susan Lowen
Subject: FW: Briefing to Minister

From: John Mullins [mailto:jpmullins@bge.ie]
Sent: 17 June 2009 20:34
To: Colm Ó Conaill
Subject: Briefing to Minister

Colm

Please find attached a briefing paper on the incident of security breach at Bord Gais, Joyce's Court, Dublin 1.

Please do not hesitate to call if there are any queries from the Minister or the Department.

Kindest Regards

John

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Thank you for your attention.

Private and Confidential to The Minister

Briefing on Burglary at Bord Gáis Office

On the morning of 5th June a burglary took place at Bord Gáis Energy's office and other neighbouring offices at Joyce's Court, Dublin 1. Four laptops were stolen from the Bord Gáis office, of which one contained replicated customer data from the Big Switch campaign. An internal report within Bord Gáis had indicated to Senior Management and the Board that all laptops in Bord Gáis were encrypted at the time of the incident as a programme of encryption of all laptops commenced in the summer of 2008.

On learning of the incident, the Gardaí were called at Store Street Garda Station and they arrived at 0700. An internal check by IT Security of the serial numbers of the laptops stolen indicated that a number of these laptops were recently acquired and were not recorded as encrypted. Whilst the laptops had sophisticated password security and files were hidden, there was a risk that data could still have been accessed by persons unknown. The Data Protection Commissioner was informed as a matter of urgency by 1530 on 5th June and the files involved were handed over to the Gardaí at 1900 on 5th June.

CCTV at the building and other buildings in the locality indicated that the burglars were young and the nature of the burglary in the opinion of the Gardaí was random/opportunistic. The Gardaí very quickly identified a number of key suspects and it was agreed that it would be inappropriate to make public the fact that laptops were stolen as this would heighten their commodity value. Bord Gáis consulted extensively with the Data Protection Commissioner and the Gardaí since 5th June and also hired Risk Management International to perform a risk assessment on the laptop and data contents.

Bord Gáis can confirm that the data, inclusive of bank sort code, bank account number and names were contained in hidden files on the hard disk of one of the unencrypted laptops.

A meeting was held between the Data Protection Commissioner (DPC) and Bord Gáis on Monday 15th June where the DPC advised that it would be appropriate for Bord Gáis to now make public comment as more than seven days had elapsed since the incident. Bord Gáis put final preparations to its release, contact numbers, Q&A documents and letters to customers and liaised with the Irish Banking Federation over the last number of days to ensure that there was a heightened bank awareness of this breach and to expect a pending announcement.

The announcement of the HSE incident accelerated the requirement to go public and a final decision was made this morning to make an announcement on the matter this evening.

The following are key summary points:

- Although a Company programme of encryption was reported as complete there were significant errors in such reporting, the company can now confirm that all laptops are fully encrypted;
- The company behaved responsibly and in a timely manner with all appropriate authorities (DPC, Gardaí etc.)
- Appropriate judgement was used on public announcement in the specific circumstance of the crime and the risk assessed;
- Liaison with Bank Security divisions through the Irish Banking Federation was completed prior to a formal announcement.

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Record 7

Katherine Licken

From: Liam O'Riordan (Sec.) [LIORIORDAN@bge.ie]
Sent: 17 June 2009 20:53
To: Katherine Licken
Subject: Fw: extended release
Attachments: extended release.doc

Katherine,

For your information. I am on blackberry so please ignore the email from John Mullins to me.

Regards

Liam

From: John Mullins
To: Liam O'Riordan (Sec.)
Sent: Wed Jun 17 20:35:59 2009
Subject: extended release

Liam

Please forward the attached to the Department as a matter of urgency.

Please also forward to Board members.

Kindest Regards

John

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Thank you for your attention.

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Breda Holly

From: Katherine Licken
Sent: 17 June 2009 19:32
To: Minister Ryan; Aidan Dunning; Sara White; 'padraig.slyne@taoiseach.gov.ie'; Ciara Byrne; Colm Ó Conaill; Susan Lowen; John Twomey; Grace Milton
Cc: 'adolan@justice.ie'; Michael Goodwin; Breda Holly; Gregory McDermott
Subject: FW: Bord Gáis Press Statement
Attachments: extended release.doc

Follow up press release from BGÉ attached. I understand that BGÉ are currently trying to arrange interviews with David Bunworth (Bord Gáis Energy) for RTE 9pm TV news, Morning Ireland, local stations, Newstalk & Today FM.

Katherine

*Katherine Licken
Principal
Oil Supply, Oil, Gas, Grid and Peat Corporate Division
Department of Communications, Energy and Natural Resources
29 - 31 Adelaide Road,
Dublin 2*

*Ph: + 353 1 6782960
Fax: + 353 1 6782969
Email: Katherine.Licken@dcenr.ie*

Statement from Bord Gáis Energy

Wednesday June 17th 2009: Bord Gáis Energy can confirm that a burglary took place on Friday, 5th June in one of its Dublin offices. During this incident four laptops were stolen, one of which contained customer information and bank details for 75,000 Bord Gáis Energy electricity customers. A number of adjacent offices were also burgled at the same time. The Gardaí and the Data Protection Commissioner were immediately informed and a full investigation is continuing.

As the Gardaí pursued enquiries, Bord Gáis Energy, on the basis of a risk assessment, did not publicise the incident as it may have hampered the investigation. Since the burglary Bord Gáis has worked closely with the Gardaí, the Data Protection Commissioner and the Irish Banking Federation.

Over the coming days, Bord Gáis Energy will be in direct contact with all affected customers. Customers who require further information should go to www.bordgaisenergy.ie.

ENDS

For further information contact:

Bord Gáis

Stiofain MacDhaibhead

087 799 1206

Kathleen O'Sullivan

087 244 6602

Fleishman Hillard

James Dunny

086 388 3903

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Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 17 June 2009 19:31
To: Katherine Licken
Subject: RE: Bord Gáis Press Statement

Yes Katherine, it's going up now.

Regards
Kathleen

From: Katherine Licken [mailto:Katherine.Licken@dcenr.gov.ie]
Sent: 17 June 2009 19:29
To: Kathleen O'Sullivan
Subject: RE: Bord Gáis Press Statement

Thanks Kathleen. I didn't see anything on the website but I assume info will go up there too?

Katherine

From: Kathleen O'Sullivan [mailto:KOSULLIVAN@bge.ie]
Sent: 17 June 2009 19:27
To: Katherine Licken
Cc: Liam O'Riordan (Sec.); Press Office MM
Subject: RE: Bord Gáis Press Statement

Katherine

Second release attached which is being issued to all media now. We are trying to arrange interviews with David Bunworth for RTE 9pm TV news, Morning Ireland, local stations, Newstalk & Today FM

Regards
Kathleen

From: Katherine Licken [mailto:Katherine.Licken@dcenr.gov.ie]
Sent: 17 June 2009 18:43
To: Kathleen O'Sullivan
Cc: Liam O'Riordan (Sec.); Press Office MM
Subject: RE: Bord Gáis Press Statement

Kathleen,

I understand that you will be issuing a further statement at 7pm. Could you forward me a copy of this statement as soon as it is available?



Regards

Katherine

From: Kathleen O'Sullivan [mailto:KOSULLIVAN@bge.ie]
Sent: 17 June 2009 17:32
To: Katherine Licken
Cc: Liam O'Riordan (Sec.); Press Office MM

Subject: FW: Bord Gáis Press Statement

Apologies – attached this time.

From: Kathleen O'Sullivan
Sent: 17 June 2009 17:31
To: 'katherine.licken@dcenr.gov.ie'
Cc: Liam O'Riordan (Sec.); 'press.office@dcenr.gov.ie'
Subject: Bord Gáis Press Statement

Katherine

On behalf of Liam O'Riordan, I attach a copy of a press release being sent to RTE now regarding the laptop theft.

From what we know, RTE will be running the story as the lead item on the 6.01pm TV news this evening. The Data Protection Commissioner's Office will be interviewed and the Consumer's Association may also appear.

We will review the current statement after the broadcast prior to issuing to other media.

Regards
Kathleen

Kathleen O'Sullivan
Head of Corporate Affairs
Bord Gáis
Gasworks Road
Cork, Ireland
T: +353 21 453 4273
M: +353 87 244 6602
F: +353 21 453 4249
E: kosullivan@bge.ie

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Thank you for your attention.

Katherine Licken

Record 8

From: Katherine Licken
Sent: 17 June 2009 17:39
To: Aidan Dunning; Minister Ryan; Colm Ó Conaill
Cc: Michael Goodwin; John Twomey; Grace Milton; Sara White
Subject: FW: Bord Gáis Press Statement
Attachments: Statement final.doc

Minister / Aidan

Attached please find statement from BGÉ in relation to the theft of laptops from their Dublin offices, one of which contained customer sensitive information. This will be the lead item on the RTE 6pm news. I have drafted a comment below for use by the Department if necessary, although it is anticipated at this point that queries will be directed to BGÉ and the Office of the Data Commissioner.

Katherine

Theft of laptops from BGÉ, containing sensitive personal information

The Department is aware of the incident involving the theft of laptops from BGÉ, one of which contains sensitive personal information.

This is an operational matter for BGÉ.

In discussions with BGÉ, the Department understands the following:

- On Friday 5th June a break-in occurred at its offices at Joyce's Court in Dublin. Four laptops were stolen. One of these laptops contained customer sensitive information in relation to Project Switch which was not encrypted.
- On discovering the theft, BGÉ contacted the Garda Síochána and Data Protection Commission (DPC) and the company has remained in contact with the Gardai and the DPC since the incident occurred.
- BGÉ will be communicating with all affected customers.

While this is an operational matter for the company, the Department will remain in close contact with BGÉ in relation to this incident and follow up action by the company.

Ends

Katherine Licken

From: Katherine Licken
Sent: 17 June 2009 18:26
To: 'padraig.slyne@taoiseach.gov.ie'
Cc: 'adolan@justice.ie'
Subject: Bord Gáis theft of laptop
Attachments: Statement final.doc

Padraig,

As discussed, I've copied to Alec Dolan also. [REDACTED]

Regards

Katherine

[REDACTED]

Theft of laptops from BGÉ, containing sensitive personal information

The Department is aware of the incident involving the theft of laptops from BGÉ, one of which contains sensitive personal information.

This is an operational matter for BGÉ.

In discussions with BGÉ, the Department understands the following:

- On Friday 5th June a break-in occurred at its offices at Joyce's Court in Dublin. Four laptops were stolen. One of these laptops contained customer sensitive information in relation to Project Switch which was not encrypted.
- On discovering the theft, BGÉ contacted the Garda Síochána and Data Protection Commission (DPC) and the company has remained in contact with the Gardai and the DPC since the incident occurred.
- BGÉ will be communicating with all affected customers.

While this is an operational matter for the company, the Department will remain in close contact with BGÉ in relation to this incident and follow up action by the company.

Ends

Katherine Licken

From: Kathleen O'Sullivan [KOSULLIVAN@bge.ie]
Sent: 17 June 2009 17:31
To: Katherine Licken
Cc: Liam O'Riordan (Sec.); Press Office MM
Subject: Bord Gáis Press Statement

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Record 9

Katherine

On behalf of Liam O'Riordan, I attach a copy of a press release being sent to RTE now regarding the laptop theft.

From what we know, RTE will be running the story as the lead item on the 6.01pm TV news this evening. The Data Protection Commissioner's Office will be interviewed and the Consumer's Association may also appear.

We will review the current statement after the broadcast prior to issuing to other media.

Regards
Kathleen

Kathleen O'Sullivan
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Bord Gáis Eireann is a body corporate established under the Gas Act 1976.

Thank you for your attention.

Statement from Bord Gáis Energy

Wednesday June 17th 2009: Bord Gáis Energy can confirm that a robbery that took place on Friday, 5th June in one of its Dublin offices. During this incident four laptops were stolen, one of which contained customer information of 75,000 customers. A number of adjacent offices were also burgled at the same time. The Gardaí and the Data Protection Commissioner were immediately informed and a full investigation is currently underway.

As the Gardaí pursued a line of enquiry, Bord Gáis Energy did not publicise the incident as it may have hampered the investigation. Any customers that may be affected will be contacted directly by Bord Gáis Energy early next week.

ENDS

Further information will be provided at a later stage

Katherine Licken

Record 10

From: Katherine Licken
Sent: 17 June 2009 15:29
To: Colm Ó Conaill
Cc: Sara White; Aidan Dunning; Susan Lowen
Subject: CONFIDENTIAL: BGE theft of laptops

Colm,

As discussed, can you please pass the information below to Sec Gen, to facilitate briefing of Minister on the issue of the theft of BGÉ laptops containing sensitive personal information?

Thanks

Katherine

Theft of laptops from BGÉ, containing sensitive personal information

The Department was informed today, 17th June 2009, of an incident involving the theft of laptops from BGÉ, one of which contains sensitive personal information. In discussion with BGÉ, the company has advised the following:

- On Friday 5th June a break-in occurred at its offices at Joyce's Court (adjacent to BGE HQ) in Cork. Four laptops were stolen. One of these laptops contained sensitive information in relation to Project Switch which was not encrypted. In excess of 70,000 customer details, including bank details are involved.
- On discovering the break-in, BGÉ immediately contacted Garda Fraud Squad and Data Protection Commission (DPC).
- All of the relevant banks have been informed of the incident.
- BGÉ has been working with the Garda Fraud Squad and have also hired private investigators. BGÉ understands that the Gardaí are following a definite line of enquiries but have been unable to retrieve the laptops at this point.
- BGÉ has remained in contact with the Office of the Data Protection Commissioner (DPC) since the incident occurred. A full debrief with the DPC was held on Monday 15th and the DPC recommended that BGÉ should advise customers.
- A special committee meeting of the BGÉ Board is taking place today and it is anticipated that a media statement will issue later this evening.

The Department has requested a formal note from BGÉ outlining the circumstances and sequence of events surrounding the incident. Existing public service guidelines and protocols in relation to protecting the confidentiality of personal data have recently been updated by the Department of Finance and were conveyed to BGÉ by this Department on 9th April and 13th May.

*Katherine Licken
Principal
Oil Supply, Oil, Gas, Grid and Peat Corporate Division
Department of Communications, Energy and Natural Resources
29 - 31 Adelaide Road,*