**Goulden, Alex**

**From:** Goulden, Alex   
**Sent:** Monday, 01 September 2017 10:44 AM  
**To:** Supervisor  
**Subject:** Work Practices and Feedback

Dear Supervisor

Our clients are less than pleased at the result of a data breach, I have made them aware of the situation and apologised on the company’s behalf.

Brian, while adhering to giving the client the requested information – did not follow the proper procedure laid out in the privacy policy “it must be approved by the client, employee, sub-contractor, or supplier to whom the information applies.”

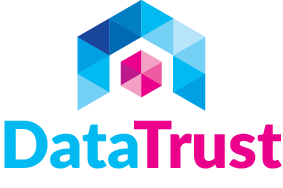
To prevent such from happening in the future, I propose two procedures:

* Training in disclosing of information and what is required to carry out such an action
* Not allowing personal client data to be readily accessible, make only available when necessary confirmation has been provided through involving a superior

Kind regards

#### Alex Goulden

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