



REPORTING DATA BREACHES

A VITA/TCE data breach occurs when a taxpayer's personally identifiable information (PII) is shared, used or disclosed, whether physical or electronic, without taxpayer permission. A breach can occur if it is determined that taxpayer data is compromised by cybercriminals, theft or accidental.

Example: An example of a data breach is when a former employee and volunteer who no longer volunteers access the tax software in an attempt to get information of taxpayer's they have completed tax returns for in a prior year. The site coordinator pulls a report from tax preparation software and notices this employee has accessed several taxpayers tax returns after leaving the organization. This would constitute a data breach and would need to be forwarded to the appointed individual.

If you experience a data breach, you must immediately notify the Tax Program Manager (staff) / Volunteer Coordinator (volunteers) and include the following details:

- Date the incident occurred
- Brief description of the data breach
 - Do not include any taxpayer personal information, but please specify what type of information was breached (e.g. name, address, SSN/ITIN, income documents, etc.)
- Your name and phone number

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