

c/o PO BOX 481
Fareham
Hampshire
PO14 9FS

Tel: 02380 478922

Email: npcc.foi.request@npfdu.police.uk

04/05/2023

FREEDOM OF INFORMATION REQUEST REFERENCE NUMBER: 132/2023

Thank you for your request for information regarding ACRO policies which has now been considered.

Applicant Question:

I would thank you for your email, but I feel this would be inappropriate. I am, absolutely, not thankful that data I have shared in good faith has now, probably, been compromised.

I find it ironic- in a perturbing (rather than humorous way), that a government agency, responsible for managing criminal record data, has not deployed levels of security to ensure that information and documents which outline my full residential history and identification cannot be accessed and used for nefarious and illegal purposes.

1. I would like to request a copy of all related policies, pertaining to your organisation on Data Protection and Cyber Security.
2. In addition, I would like to receive a copy your policy on compensation should your negligence in this matter result in loss, damages or distress to me or my endorser.
3. Please also provide me with a full and unredacted copy of the conclusions of your investigation.

NPCC Response:

The NPCC does not hold information captured by your request.

By way of an explanation, ACRO Criminal Records Office is hosted by Hampshire and Isle of Wight Constabulary and is therefore subject to the force policies and procedures, including their various IT and Data policies.

Searches were conducted for policies under the titles 'Data Protection' and 'Cyber Security'. No generic, or overarching policies are held specifically under those broad titles. However outside of the Act and a gesture of goodwill, I have attached a redacted copy of the 'ACRO Data Breach Guidance' which I believe will be of use to you, as well as a copy of ACRO's Privacy Policy.



If you are seeking different policies or guidance, please come to us with a more specific areas you are looking for guidance/policies for. I.e. Incident or information management etc. Please note however that due to the sensitive nature of the information you are seeking, further exemptions under the Freedom of Information Act may apply to any held information.

ACRO does not hold a specific policy relating to compensation. Again however, outside of the Act, I have attached 'Raising a Concern with ACRO – A Guide for the Public' which includes at point 5.2, a section on compensation which I believe will be helpful.

The NPCC does not hold a copy of the investigation conclusion into this incident because at the time of your request the investigation is still on going.

In wishing to assist you, my colleagues additionally provided the following information; "The customer portal on the website was taken off line on the same day we were made aware of a potential issue. There is an information page available for customer information, providing email addresses for applicants to use to apply for ACRO products. Our website remains offline. We are working to implement a new website, which will be the subject of rigorous assurance, security testing and governance.

Yours sincerely

Fiona Greenlees

NPCC Freedom of Information Officer & Decision Maker

www.npcc.police.uk

COMPLAINT RIGHTS

Internal Review

If you are dissatisfied with the response you have been provided with, in compliance with the Freedom of Information legislation, you can lodge a complaint with NPCC to have the decision reviewed within 20 working days of the date of this response. The handling of your request will be looked at by someone independent of the original decision, and a fresh response provided.

It would be helpful, if requesting a review, for you to articulate in detail the reasons you are not satisfied with this reply.

If you would like to request a review, please write or send an email to NPCC Freedom of Information, c/o PO Box 481, Fareham, Hampshire, PO14 9FS.

If, after lodging a complaint with NPCC, you are still unhappy with the outcome, you may make an application to the Information Commissioner at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Annex A

Legislation – Section 16

- (1) It shall be the duty of a public authority to provide advice and assistance, so far as it would be reasonable to expect the authority to do so, to persons who propose to make, or have made, requests for information to it.