

NPCC FOI PROCESS

1. Freedom of Information request received from applicant, case opened on cycfreedom and individual folder opened within NPCC FOI Outlook. Both files contain applicants name for identification purposes and a case reference number is generated.
2. An acknowledgement email is sent to the applicant containing the case reference number and stored within the Outlook folder.
3. Research completed on the request subject and where required the relevant portfolio contacted. If stakeholder engagement is required the reference number is used to identify the request. The applicant's name is not required and therefore not provided to any 3rd party.
 - *This is articulated within the [College of Policing APP](#) which states "The identity of the applicant should not be shared with information owners, or third party stakeholders, unless there is a policing purpose in doing so, for example intelligence gathering."*
4. Each request for information is included in a case management log, this is circulated to members within NPCC Media Team. Once the case has been finalised it is removed from the list.
 - *Providing the applicants name allows the NPCC to identify requestors making requests to other areas of NPCC and ensures a joined up approach.*
5. The applicant is provided with a response to their request for information and the case is closed.
6. The records deletion process for emails is as per the national guidance [NPCC Review Retention and Disposal Schedule 2020 Version 4 FINAL.pdf](#)
7. Cases on cycfreedom are kept for a minimum of 2 years to accommodate the length of time it takes for ICO complaints and tribunals to come to a conclusion.
8. Deletion of records to start the first week of January in each rolling year.