



Reply to: Leah Smith

Tel No: 01953 423506

28th January 2020

Dear Member of Public,

Freedom of Information Request FOI/OPCCN/181

I am writing in connection with your email dated 31st December 2019, in which you requested the following information:

**“1) please can you send me a copy of the current subject access request acknowledgment AND response letter that you use
2) a copy of the last 5 dpias completed
3) a copy of any internal mandatory information governance training that you give to staff which was written in the last 2 years including presentation slides and videos and any other media
4) a copy of any instructions given to staff members to reduce data security breaches, for example double checking work
5) a copy of any policies implemented in the last 2 years within the organisation to help reduce the environmental impact that the organisation has?
6) please can I have a copy of the risk rating that you use to evaluate data security incidents?”**

I have reviewed our records and I can advise the following:

1. We do not hold a response letter or acknowledgement for Subject Access Requests as these are done on an individual basis.
2. To date we have not yet completed any DPIAs.
3. All staff have completed mandatory training which is provided through the Norfolk Constabulary and staff are subject to the GDPR, Retention and Data Protection internal policies, which can all be found on our website here: <https://www.norfolk-pcc.gov.uk/transparency/documents/>
4. The instructions given to staff to reduce security breaches are provided through the training packages and policies from Norfolk Constabulary or in the policies in the link above.

5. No Information is held within the Office of the Police and Crime Commissioner for Norfolk on this kind of policy.
6. No information is held within the Office of the Police and Crime Commissioner for Norfolk on this type of risk ratings.

Yours sincerely

L. Smith

Leah Smith
Complaints and Compliance Officer and FOI Decision Maker
Office of the Police and Crime Commissioner for Norfolk

Internal Review

If you think we have not supplied information in accordance with Section 1 (the General Right of Access) of the Freedom of Information Act 2000, or you are dissatisfied with the way in which your request has been handled, then you should write, in the first instance, to:

Mark Stokes
Chief Executive
Office of the Police and Crime Commissioner for Norfolk
Jubilee House
Falconers Chase
Wymondham
Norfolk
NR18 0WW

Telephone: 01953 424455
Email: opccn@norfolk.pnn.police.uk

If you are dissatisfied in any way with our response or the way we have handled your request, you can contact us by phone, email or in writing. We may, in the first instance, try and resolve your complaint informally. However, at any stage you can request or we may decide to treat your complaint formally under our internal review process.

An internal review is conducted by the Chief Executive who will review the request and response, taking account of your complaint(s), and will respond in writing as soon as possible. The Information Commissioner's Office recommends that a response should be made in 20 working days. If we are unable to respond in this timeframe we will inform you and provide a date by which you should expect to receive our response.

If, after the internal review, you remain dissatisfied then you can complain to the Information Commissioner's Office, the government regulator for the Freedom of Information Act. Details of how to contact the Information Commissioner's Office can be found at www.ico.gov.uk