

ISEB Results Are In

We have just received the results of the first ISEB FOI course in London. Ten students sat the exam and nine passed. One delegate deferred their exam for three months. This is a pass rate of 90%. This compares

favourably with the published pass rates from the ISEB site.

The FOI course is available again in Manchester in Autumn 2009. Bookings are already being made and it's limited to 16 places. Visit:

www.actnow.org.uk/content/30

Year	Candidates	Pass	Fail	Dist	% Pass
2004/05	62	40	22	0	65
2005/06	170	98	65	7	62
2006/07	101	72	28	1	72
2007/08	91	74	17	0	81

ISEB DP courses

In late June we became fully accredited to deliver the DP course and our first venues are Manchester and Edinburgh in Autumn 2009.

Again, places are limited, so please book early. More details on our website or click on:

www.actnow.org.uk/content/31

In 2010 we plan to offer this in London, Belfast, Manchester and Edinburgh. See our website for details.

ISEB FOISA course

Act Now will be offering the ISEB course leading to the certificate in FOI in Edinburgh in late spring 2010.

The course will lead up to the 23 July exam, which will be available in Edinburgh. The syllabus covers both the 2000 Act and the 2002 Act and candidates may elect to answer questions from either viewpoint. We will concentrate on the 2002 Act. Contact us for information.

Thank you for your continuing support

Paul & Ibrahim

WELCOME

Welcome to our 36th issue. Ours is probably the newsletter with the largest circulation in the sector, with nearly 6,000 subscribers and published every quarter.

In this issue:

FREEDOM OF INFORMATION

2. New Records Management Code
3. New Information Commissioner

DATA PROTECTION

9. Information Security Breaches

SURVEILLANCE LAW AND PRIVACY

12. OSC Procedures and Guidance Document

And much more...

Previous issues are archived on our website. This newsletter contains links to other websites. We cannot be responsible for content or availability of other sites. Please read the disclaimer and copyright notice at the end of this newsletter.

Next issue: January 2010

Training

IN HOUSE Training

Act Now trainers also deliver in-house training at your site.

In the last three months we have done in-house training on FOI, EIR, DPA, Data Sharing and RIPA for the Brighton General Hospital, Suffolk Coastal District Council, General Medical Council, Post Medical Education and Training Board (PMETB) Wirral Council, Sefton Council, North West

Leicestershire District Council, West Yorkshire Pension Fund, Elmbridge Borough Council, North Yorkshire Fire and Rescue, London Speaker Bureau, St Helens Council, Flintshire Council, Burnley Council, Mole Valley Council.

For a quote to bring the trainer to you please use our new online enquiry form:

www.actnow.org.uk/content/12 ■

Freedom of information

New Records Management Code



The new FOI Section 46 Code of Practice was issued on 16 July 2009.

Freedom of Information depends on good record keeping and the preservation of information is important if public bodies are to further increase transparency in public life. The updated Code of Practice is a significant step in ensuring that key records remain accessible to public bodies for day-to-day business and are preserved for future generations.

The Code recommends public bodies across the country introduce a strategy for the preservation of digital records to ensure that they can continue to be accessed and used and are resilient to future changes in technology.

See:

www.justice.gov.uk/news/newsrelease160709b.htm

www.justice.gov.uk/guidance/foi-guidance-codes-practice.htm ■

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Freedom of information

Records Management Workshop - 20 October 2009, London

This workshop examines the requirements of the new S.46 Records Management code and how to apply those requirements in a public sector organisation.

It is packed full of

practical advice and tips on how to achieve compliance and sustain that compliance within a public sector organisation.

This workshop is suitable for all those who are responsible for ensuring

compliance with FOI and need to advise within an organisation on how that compliance can be achieved.

Full details:

www.actnow.org.uk/courses/221

Freedom of information

New Information Commissioner

The new Information Commissioner, Christopher Graham, took up his post in June. Mr Graham ran the Advertising Standards Authority before becoming Information Commissioner. One of his main challenges will be to tackle the lengthy backlog of cases that his office has been struggling with.

In a report published in July, the Campaign for Freedom of Information (CFOI) strongly attacked the ICO over extensive delays before it issues formal decisions. It found that:

- on average it took 19.7 months from the date of a complaint to the ICO to the date on which the ICO's decision on the complaint was issued
- in 46% of cases it took between one and two years from complaint to decision
- a quarter of formal decisions took between two and three years

- 5% of cases (23 complaints) took more than three years
- only 24% of decisions were issued within 12 months of the complaint.

In the worst case identified by CFOI, the Commissioner's decision notice was issued three years and ten and a half months after the complaint was made.

The ICO has said that it is trying to speed up its processes and that most cases are resolved informally and more quickly.

The report is published in two parts, a report plus a table providing data on all 493 decision notices considered in the study: *Delays in Investigating Freedom of Information Complaints report*.

www.cfoi.org.uk/pdf/foidelaysreport.pdf
Table of decision notices 1.10.07 to 31.3.09:

www.cfoi.org.uk/pdf/foidelaystable.pdf

Freedom of information

Latest Commissioner and Tribunal Decisions

In May and June 2009 the Information Commissioner published 43 decisions whilst the Information Tribunal published 11. Ibrahim's latest podcast will guide you through some of these. In this episode, amongst others, he will be discussing decisions on:

- Request for information about land
- Court records and section 32
- Section 36 and disclosure

- of internal correspondence
- Statistics and section 40
- The disclosure of disciplinary records

Every month Ibrahim discusses the latest legal cases and gives his personal views as to how they affect FOI practice. There are also interviews with experts and FOI stakeholders.

The first 17 episodes are now on Ibrahim's personal website, together with the scripts:

▶ www.informationlaw.org.uk/page10.htm

Ibrahim also writes a regular FOI Update column for the *Law Society Gazette*. You can read this at:

▶ www.informationlaw.org.uk/page13.htm

Ibrahim Hasan will be covering this and other developments in Act Now's forthcoming FOI Update workshops:

▶ www.actnow.org.uk/courses/Freedom_of_Information ■

Freedom of information

Extension of FOI

The Government has now published its response to the recent consultation on extending the Freedom of Information Act.

It proposes to add only four new organisations to the list of public authorities, namely Academy schools, the Association of Chief Police Officers (ACPO), the Financial Ombudsman Service and the Universities and Colleges Admissions Service (UCAS).

The Government has stated that this is an initial step and further consultations with Network Rail and utility companies will examine how the Freedom of Information Act could apply to them.

The Campaign for Freedom of Information has expressed its disappointment at the narrow scope of the proposals. Section 5 of the Act allows contractors providing services on behalf of a public authority to be brought under its scope, if the provision of the service is a function of the authority.

The Campaign had argued that private health bodies providing surgical or diagnostic services under the NHS should be subject to the Act as should providers of

[continued on page 6](#)

Freedom of information

Is it FOI or EIR?

There is still much confusion about the distinction between information falling within the Environmental Information Regulations 2004 (EIR) regime as opposed to the FOI regime.

In a decision involving Nottingham City Council (11 June 2009), the complainant requested legal advice which the council obtained in respect of a piece of land called the Arboretum in Nottingham. The council initially claimed that the exemptions in sections 42 and 43 of the Freedom of Information Act applied.

The Commissioner told the council that the information should have been considered under the Environmental Information Regulations 2004.

He ruled that the information is environmental information falling within Regulation 2(1)(c), which includes:

“(c) measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements and factors referred to in (a) and (b) as well as measures or

activities designed to protect those elements”.

The factors referred to in paragraph (a) include:

“... air and atmosphere, water, soil, land, landscape and natural sites...”.

The Commissioner found that the legal advice being requested relates to legal restrictions placed on the land to prevent its sale, lease or development other than for



specified purposes. The legal restrictions are thus a measure as defined in Regulations 2(1)(c) and the information in question is on that measure.

This decision requires public authorities to consider the application of the EIR regime when responding to requests for information about land (see also the decision in Warwick District Council Case (Ref: FS50071319 Date: 22 November 2006)).

EIR and CON29 Searches - More Confusion/A New workshop

The Environmental Information Regulations 2004

are proving as popular as Freedom of Information for those seeking recorded information from, amongst others, local authorities, utility companies, government departments and waste management companies. Personal Search Agents in particular have been using them with determination. Following the new guidance from the ICO, this will only continue.

www.ico.gov.uk/tools_and_resources/document_library/environmental_information_regulation.aspx

The definition of “environmental information” is very wide, so the effect of the regulations will fall across the whole organisation. This course will take delegates through the regulations in detail as well as examine the link with other legislation such as the Freedom of Information Act 2000. The latest guidance from DEFRA and decisions from the Information Commissioner and Information Tribunal will also be discussed. This course is suitable for those seeking an update as well as absolute beginners.

Full details are at:

www.actnow.org.uk/courses/Freedom_of_Information ■

Freedom of information

Extension of FOI continued from page 4

social care services and educational and criminal justice services. People's rights to know about the quality of a public service they receive should be the same, whether the service is provided by a public authority itself or by a private body under contract to the authority, the Campaign says.

It has also highlighted the fact that the Government has decided not to bring private prisons under the Act even though

the private prison had often been suggested as the type of organisation that could be covered.

It will be interesting to see what the Conservatives propose in their next general election manifesto about extending FOI.

David Cameron has, in the wake of the MPs' expenses scandal, tried to claim the moral high ground when it comes to openness and transparency. ■

Freedom of information

FOI Helpline

Act Now training has also just launched an FOI Helpline service.

This is designed to supplement your internal FOI expertise by acting as a "sounding board" or "signpost service" for you to discuss your FOI/EIR requests and possible responses.

Through the helpline we will be available to guide

you through the relevant area of law, discuss possible exemptions and how to deal with any complaints.

At a time of increasing pressure on public sector budgets, the Act Now FOI Helpline is the most cost-effective solution for your FOI problems. More details at:

www.actnow.org.uk ■

Freedom of information

FOI and Schools

Act Now is repeating its very successful DP/FOI seminars for schools throughout the UK. These have now been revised and updated. So far we have trained over 1,500 teachers and school staff. The feedback has been very positive. We have added new dates and venues and all our courses are now full-day. This makes them extremely good value for money.

For more details see our website:

www.actnow.org.uk/courses/Schools

If you would like to make a block booking or you want the event to be held in your area let us know. We also run courses for schools on child protection law for schools. All our schools courses can be delivered in-house as briefing sessions, conferences and inset days. ■

Freedom of information

OSIC Newsletter

Read Kevin Dunion's latest FOIA newsletter here:

www.itspublicknowledge.info

Act Now has a full programme in Scotland on DPA, FOISA, RM and RIPSAs. See:

www.actnow.org.uk/courses/city_Edinburgh

We will also be running the ISEB Data Protection Courses in Edinburgh in the Autumn and the ISEB FOISA course in summer 2010. ■

Freedom of information

Tribunal view on slow ICO

Looks like the Information Tribunal has had enough. In words reflecting the concerns and observations of a number of people on this list, it has said, in the just published EA/2008/0092:

“Mr Swain complained to the Commissioner on 18 July 2006. Regrettably, there then followed a period of 22 months’ delay during which, so far as we can tell, the Commissioner took no steps to fulfil his statutory duty under FOIA s50. His investigation only commenced on 16 May 2008.

We are not in a position to say, and it is not for us to decide, to what extent that inordinate delay was due to lack of resources, or to deficiencies in the Commissioner’s systems of internal management, or to a mixture of those or indeed other causes. What is clear is that the volume of complaints to the Commissioner has been much higher than was predicted and, in cases where information ought to have been disclosed by the public authority, long delays in the commencement or conduct of the Commissioner’s investigations tend to frustrate

the purpose of the Act and deny to the public the rights which the Act has created...

The overall picture in this case is disturbing. As we have indicated, the request



for information was originally made on 21 March 2006, and the matter was referred to the Commissioner on 18 July 2006. From that point it took in excess of 2¼ years for the requester to obtain a decision from the Commissioner that the information ought to have been released.

For many requests which are made under the Act, the timeliness of the release of information is important. Where public interests are served by the disclosure of information, they are usually better served by prompt release than by a disclosure which is held up for months or years. The Act is written on this basis: subject to

certain exceptions, information is required to be disclosed by the public authority within 20 working days after the request. It seems to us that delays of the magnitude which occurred here seriously undermine the operation of the Act.

The right to obtain information that ought to be made public loses much of its usefulness if it cannot be enforced within a reasonable timescale. While it may be that a requester could compel the Commissioner to act promptly by means of an application to the High Court for judicial review, most requesters are unlikely to possess the determination or the funds to make this a practical option.

If public authorities come to expect that a reference to the Commissioner may take several years to be dealt with, they may be tempted to withhold information that ought to be disclosed, in the hope that the requester or the public will have lost interest in the topic by the time it is finally prised out of them, or that any embarrassment that might have been caused by prompt disclosure will be diminished because of the passage of time. Such a situation would be wholly unacceptable.” ■

Freedom of information

EIR & CON29 searches

The Information Commissioner issued guidance in July about the relationship between Property Search Regulations and the Environmental Information Regulations. See:

www.ico.gov.uk/tools_and_resources/document_library/environmental_information_regulation.aspx

The EIRs have long been a source of confusion and surprise, and the Commissioner's guidance, backed up by a number of formal decisions, is no exception. The Commission-

er insists that most of the information requested by personal search companies is environmental, and that Councils are obliged to allow inspection for free.

This interpretation of the EIRs is entirely logical – because they are based on European legislation, their content is circumscribed, and they are not very flexible. Any request for any information covered by the definition of Environmental Information is covered by the EIRs, and the Commissioner cannot ignore this, despite the

headaches this causes for local councils, the LGA and the Department for Communities and Local Government.

Help is at hand – Act Now's course on the Environmental Information Regulations (running in London and Belfast) now includes a specific section on personal searches, and covers all the relevant issues.

www.actnow.org.uk/courses/232

If you would like to discuss the contents or the possibility of running the course in-house please get in touch. ■

EIR newsletter



Act Now has started a newsletter to keep practitioners up to date with EIR issues. Called *EIR watch* it is edited by Tim Turner, who speaks for us regularly on EIR issues. You can download a copy for free at:

www.actnow.org.uk ■

Freedom of Information Update Webcast

Act Now has launched a free webcast service. From time to time we will be producing free webcasts on the latest developments in information and surveillance law.

You can listen and participate via your computer. All you need is a broadband internet connection and some speakers or headphones to listen to the audio. The slides are displayed on the screen and you can email your questions during the webcast as well as leave your feedback at the end.

It's a fun and cost-effective way to learn without leaving the comfort of your office! The next webcast will be a Freedom of Information Update on 13 October 2009 at 10am. For more details click on the link below:

www.actnow.org.uk/content/50 ■

Data protection

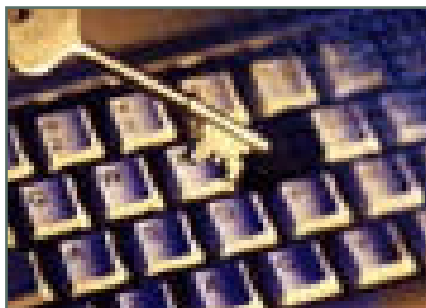
Information Security Breaches

Three HSBC firms have been fined more than £3m for failing to adequately protect customers' confidential details from being lost or stolen. The Financial Services Authority (FSA) said customer data had been lost in the post on two occasions:

▶ <http://news.bbc.co.uk/1/hi/business/8162787.stm>

This is clearly an issue about personal data but why has the FSA taken on HSBC? Why was it not the ICO? If it had been the ICO what fines could he levy? Have the powers to fine been finalised?

The London Borough of Sutton has also been criticised for losing details of children,



individuals in social care and a package of documents in breach of the DPA:

▶ www.ukauthority.com/NewsArticle/tabid/64/Default.aspx?id=2572

A formal ICO undertaking has been signed by the following for security breaches:

Leicester City Council after sensitive personal information relating to 80 children, held on an unencrypted memory stick, was lost from a council-run nursery.

[continued on next page](#)

Information Security Workshop

Our revised Information Security workshop is a must for all data protection/IT professionals. Click for more info:

▶ www.actnow.org.uk/courses/311

This revised workshop is facilitated by legal and information security expert (Andrea Simmons) and is designed to cut through the jargon and media hype. It will give delegates the knowledge to write their own action plan for bringing information security into their organisation. The legal and regulatory regime will be discussed as well as the practical options to prevent loss, damage and destruction of confidential/personal information. ■

Data protection

Public EU Consultation

A public consultation on the legal framework for the fundamental right to protection of personal data has been launched. The deadline for responses is 31 December 2009.

▶ http://ec.europa.eu/justice_home/news/consulting_public/news_consulting_public_en.htm

Its objective is: "To obtain views on the new challenges for personal data protection in order to maintain an effective and comprehensive legal framework to protect individuals' personal data within the EU."

It asks three key questions:

- Please give us your views on the new challenges for personal data protection, in particular in the light of new technologies and globalisation.
- In your view, does the current legal framework meets these challenges?
- What future action would be needed to address the identified challenges? ■

Data protection

Consultation on Identity Management

On 31 August the Scottish Government launched a consultation on its draft Identity Management and Privacy Principles.

The News release is at www.scotland.gov.uk/News/releases/2009/08/31135841

People are often asked by public service organisations to prove that they are whom they say they are – either to prevent fraud or to show that they are entitled to receive a particular service or benefit. They want to know that public authorities and other organisations respect their privacy and recognise the harm which may be done if personal information is collected or held unnecessarily, or lost or misused.

The consultation document is at:

www.scotland.gov.uk/privacyprinciples2009

It contains draft Identity Management and Privacy Principles.



These draft principles have been developed by the Scottish Government to help ensure that respect for privacy is central to the way public services prove

identity or entitlement and to help public service organisations comply with data protection and human rights legislation.

These draft Principles will enable public organisations to build on these requirements and to achieve good practice.

The consultation period starts on 31 August 2009 and will run for 12 weeks. The deadline for responses is Monday 23 November 2009.

This consultation and all other Scottish Government consultation exercises can be viewed online on the consultation web pages of the Scottish Government website at:

www.scotland.gov.uk/consultations ■

Security Breaches continued from previous page

www.ico.gov.uk/upload/documents/pressreleases/2009/leicester_city_council_undertaking_190509.pdf

Manchester City Council suffered the theft of two laptop computers from the Town Hall, one of which contained personal details relating to 1,754 employees at local schools. Neither of the laptops was encrypted or secured to the desks.

www.ico.gov.uk/upload/

[documents/pressreleases/2009/manchester_city_council_undertaking190609.pdf](http://www.ico.gov.uk/upload/documents/pressreleases/2009/manchester_city_council_undertaking190609.pdf)

Chelsea and Westminster NHS Foundation Trust following the theft of an unencrypted USB memory stick containing personal data relating to 143 of the trust's patients.

www.ico.gov.uk/upload/documents/pressreleases/2009/nhs_trusts_140709_revised_150709.pdf ■

Data protection

Hacking into celebs' phones

This story in July was about *News of the World* journalists using private detectives to hack in to the phones of celebrities and politicians. See: <http://news.bbc.co.uk/1/hi/uk/8143552.stm>

During discussions on *Newsnight* and other media it was revealed by several journalists and those who know the murky world of investigative journalism that all sorts of underhand tactics are used. The most mentioned was “blagging” – pretending to be someone else

to obtain information. Local authorities and other public sector organisations were mentioned as being the usual targets of such activities.

This will come as no surprise to most DP practitioners but I suggest that everyone dusts off their copy of the ICO's *Blaggers* video and makes it compulsory viewing for all call centre and contact centre staff. *The Lights are Out* video also deals with this issue but the blaggers one is the better one in my view. There is now a new video about call

centres and fair processing. Most of these videos are on the ICO website for free download:

www.ico.gov.uk/tools_and_resources/media_centre.aspx ■

Data protection

Workshops cut through jargon

As a result of recent breaches, the Information Commissioner is to get tougher powers to enforce the Act, including imposing substantial fines. There will also be an added penalty of imprisonment for serious offences. Whatever type of personal data you process, our two workshops will cut through the legal jargon and give you an action plan for compliance:

- **Data Protection: An A to Z Guide, London, Thursday 15 October 2009**
- Data Protection: An A to Z Guide, Manchester, Thursday 22 Oct 2009
- **Data Protection: Masterclass, London, Friday 9 October 2009**
- Data Protection: Masterclass, Manchester, Thursday 19 Nov 2009

More phone issues

A controversial service which planned to publish millions of mobile phone numbers in an online directory has been suspended after being deluged with people trying to remove their details from the system. This story is from July. See:

www.guardian.co.uk/money/2009/jul/13/mobile-phone-directory-suspended

A quick search on the web shows in late September it is still suspended:

www.118800.co.uk/ss2.html

Is this a victory for the consumer? ■

Data protection

Data Protection Helpline

The Act Now DP Helpline is designed to supplement your internal expertise by acting as a friendly advisor for you to discuss your Data Protection and Privacy issues and avoid attracting the attention of the Information Commissioner. Our experts will guide you through the relevant sections of the Act and make recommendations

about your response to difficult DP situations.

Public authorities are increasingly receiving complex and time-consuming Data Protection requests. These involve consideration of a number of Data Protection exemptions as well as relevant Information Commissioner and Information Tribunal decisions. Internal legal departments are often over

stretched and dedicated Data Protection practitioners are hard to recruit. External legal advice in this area is very expensive and there are very few experts in this field with real experience of advising the public sector.

Please click here for more information and subscription details:

www.actnow.org.uk/content/25 ■

Surveillance law and privacy

OSC Procedures and Guidance Document



The Chief Surveillance Commissioner, the Rt Hon. Sir Christopher Rose, has issued a Procedures and Guidance document, which explains the role of the Office of Surveillance Commissioners (OSC) and how the Commissioners carry out their statutory functions.

It sets out the views of the Chief Surveillance Commissioner with regard to the notification of authorisations for Property Interference and Intrusive Surveillance – neither of which can be used by local authorities – together with guidance on the use of

CHIS and Directed Surveillance.

For the first time this Procedures and Guidance has been made available to all public authorities inspected by the OSC. Previously it has only been available to Law Enforcement Agencies. You can request a copy of the document from

oscmalbox@osc.gsi.gov.uk

Ibrahim will be looking at this document in detail in his forthcoming RIPA courses in Manchester and London. He has also produced a short briefing note:

www.informationlaw.org.uk/page15 ■

Surveillance law and privacy

RIPA Guidance - Version 2

Poor form filling is a standard criticism made by the Office of Surveillance Commissioners (OSC) when doing inspections of local authorities. Up to now there has been no published guidance on how to complete the forms properly. This is essential if officers want to take advantage of the RIPA Shield (section 27 defence).

With this in mind, Ibrahim Hasan has developed detailed guidance on how to complete the standard Home Office RIPA forms for Directed Surveillance and CHIS. It consists of each form reproduced with detailed notes on how to complete each section. All the forms are included from application, through to review, renewal and cancellation. Version 2 is now revised with helpful flowcharts as well.

The guidance is available as a hard copy for £149 plus VAT. You can also buy it in electronic form together (£499 plus VAT) with a perpetual multi-user licence to upload onto your intranet site (internal use only) or to make as many copies as you need for internal use. You can also amend and customise the guidance to suit your organisation's specific surveillance operations.

If you would like to receive a hard copy for inspection, please email me with your name and address. We will then send you a hard copy which you may decide to buy or return within two weeks. If you are constantly having to answer routine queries about the RIPA forms from client departments, you may wish to let them know about this.

Act Now continues to be the market leader in training in all aspects of RIPA and surveillance law. Please click

below to see our full range of courses:

▶ www.actnow.org.uk/courses/RIPA/Surveillance_Law

Ibrahim Hasan can also provide legal advice in this area:

▶ ih@informationlaw.org.uk

This is a difficult time for those who are doing surveillance governed by RIPA. Increasingly the media and consequently the public are scrutinising what is being done. If Act Now can assist in any way with your RIPA compliance programme please do not hesitate to get in touch. ■

RIPA/RIPSA Helpline

Local authorities and other public sector organisations are increasingly doing complex and time-consuming covert investigations to tackle benefit fraud, licensing issues and trading standards offences, anti-social behaviour and environmental health problems.

The Act Now RIPA/RIPSA Helpline is designed to supplement your internal surveillance law expertise by acting as a "sounding board" or "signpost service" for you to discuss

your covert surveillance operations. Our experts will guide you through the relevant area of law, discuss possible legal tactics and how to complete the relevant standard Home Office forms. The helpline will be managed by Ibrahim Hasan and Sharon Heels, who are renowned throughout the UK as the leading surveillance law experts.

Please click here for more information:

▶ www.actnow.org.uk/content/25 ■

Surveillance law and privacy

Latest Surveillance Commissioner Reports

Over the Summer there were two reports published on public sector surveillance. One by the Office of Surveillance Commissioners (on Part 2 of RIPA – Covert Surveillance) and the other by the Interception of Communications Commissioner (on accessing communications data).

You can read about both

on Ibrahim Hasan's website, including a summary of the key points:

▶ www.informationlaw.org.uk/page15.htm

Once again the reports (like all previous ones) highlight the importance of training. Act Now runs two courses on accessing communications data and many more courses on other aspects of RIPA.

Click below for more details:

▶ www.actnow.org.uk/courses/RIPA/Surveillance_Law

Act Now can also help provide speakers to conduct in-house training sessions at your premises tailored to your needs. These are very useful as a refresher for staff or to prepare for an OSC inspection. ■

DISCLAIMER

The contents of this newsletter are meant for you to consider on the basis of general discussion and not as advice or expert opinion (legal or otherwise).

You are advised to obtain professional legal advice on specific issues. Any liability (in negligence or otherwise) arising from you acting or refraining from acting on any information contained in this newsletter is excluded.

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