



NCA

National Crime Agency

Information Charter

V2.0 2nd April 2014

INTRODUCTION

The NCA is a government agency responsible for tackling serious and organised crime. We rely on information from members of the public, private organisations and other government bodies to help us combat crime and protect the community. We are committed to maintaining the quality of the information we hold and to ensuring that it is managed ethically and legally. This Charter sets out the information management standards you can expect from us.

INFORMATION MANAGEMENT STANDARDS

1. Fairness

We will always manage our information in a fair and ethical manner, balancing:

- the rights of the individual, including their privacy;
- our duty to protect the public from crime; and,
- our partners' legitimate interests.

2. Lawfulness

We will always manage our information in accordance with the law. The legal basis for our information functions are clearly set out in the Crime and Courts Act 2013. In exercising these functions we will always act in compliance with the Human Rights Act, Data Protection Act and other relevant legislation.

3. Quality

We will only collect and retain information which we need to perform our functions. Information which is excessive or irrelevant will be rejected and deleted.

We will assess the reliability of the information we receive and ensure that the information we hold is accurately recorded. If we hold information about you, you can ask us to correct any mistakes in our records.

We won't keep information for longer than we need to. We will periodically review the information we hold and delete/destroy the information we no longer need.

4. Security

We will ensure that our information is handled securely, in accordance with the current government standards applicable. We will restrict access to our information to authorised officers and contractors, in connection with official business. We will only disclose personal information where we need to do so to perform our functions or the disclosure is otherwise in the public interest and is authorised by law.

5. Openness

We will make information publicly available, unless there is good reason not to.

The Director General will publish information about the NCA, in accordance with the NCA Framework Document and our publication policy.

Due to the sensitive nature of the information we hold the National Crime Agency is not subject to the Freedom of Information Act. Consequently we will not supply information to the public under this Act.

You can find out if we hold any personal information about you by making a 'subject access request' under the Data Protection Act. If we do hold information about you we will provide you with the information and tell you why we are holding it, unless there's a good reason not to do so. This might be the case where providing the information to you would prejudice a criminal investigation.

The Public Information Compliance Unit (PICU) is responsible for the administration of the Agency's obligations under the Data Protection Act in respect of subject access.

PICU can be contacted by post or email at:

National Crime Agency
Public Information Compliance Unit
PO BOX 8000
London
SE11 5EN
Email: picuenquiries@nca.x.gsi.gov.uk

SHARING INFORMATION WITH THE NCA

If you have information which will help us to combat crime you can share it with us under the Crime and Courts Act 2013. You can share this information with us even if you hold it in confidence¹.

Where we believe that you hold, or may hold, information which will help us to combat crime we may ask you to share it voluntarily. We will only do this if we believe that we need the information. Sharing information with us, which we need to combat crime, is permitted by the Data Protection Act.

Where appropriate we will enter into a written information sharing agreement with you and undertake a privacy impact assessment. This may be the case where you want to assist us on an ongoing basis or are sharing an unusually large amount of information.

¹ The Crime and Courts Act does not authorise disclosures by members of the intelligence service or which are prohibited by Part 1 of the Regulation of Investigatory Powers Act 2000.

If the information you provide is commercially sensitive or includes intellectual property we will take reasonable measures to protect this information in consultation with you.

We will always apply our information management standards to any information you provide us.

RECEIVING INFORMATION FROM THE NCA

We may share information with you if we think this will help to combat crime. This information may be sensitive. If you receive information from us you must not disclose it to anyone else without our permission. Information provided by or relating to the NCA is absolutely exempt from disclosure under the Freedom of Information Act.

BULK DATA

The analysis of large datasets is an essential tool in the fight against crime in the digital age. We realise however that this is a source of anxiety for many people.

We will always manage bulk data in accordance with the information management standards set out in this Charter.

We maintain a number of databases containing information about crime and our activities to combat crime. These databases form our corporate record.

We sometimes collect and analyse datasets which do not relate to crime directly, but which contain information we can use to combat crime. By their nature these datasets often include personal information relating to innocent people. The collection and analysis of these datasets is subject to strict authorisation procedures. It is never unthinking or routine. Access to these datasets is strictly limited to authorised officers and contractors, in connection with the collection and analysis of this data. These datasets are analysed in a timely manner and personal information which is excessive or irrelevant is rejected and deleted.

RESPONSIBILITIES

The Director General of the NCA is the data controller for the NCA.

The Director General shall appoint a Senior Information Risk Owner (SIRO) who will have overall responsibility for maintaining our information management standards in compliance with this Charter. The SIRO shall be a member of the NCA's Board.

The SIRO will ensure that:

- this Charter is subject to yearly review and revision, as necessary, to reflect best practice;
- this Charter is supported by appropriate training, guidance, policies and procedures;
- appropriate technical measures are taken to achieve the standards set out in this Charter; and,
- NCA officers and contractors maintain appropriate information management skills to achieve the standards set in this Charter.

COMPLAINTS & FURTHER INFORMATION

If you feel that the information standards in this Charter are not being met or you would simply like further information you can raise your concerns by emailing siro@nca.x.gsi.gov.uk or writing to us at:

National Crime Agency
Senior Information Risk Owner
PO BOX 8000
London
SE11 5EN

General information about data protection is available at the Information Commissioner's website www.ico.org.uk.

For independent advice and complaints about data protection you can also contact the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 0303 123 1113