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(B)OCU or Unit, Directorate	Public Access Office
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How we use Personal Data

Introduction

This document explains how the Metropolitan Police Service obtains, holds, retains, processes¹ and discloses information about people (their personal data²), the steps we take to ensure that it is protected, and also describes the rights individuals have in regard to their personal data handled by Metropolitan Police Service³.

The use and disclosure of personal data is governed in the United Kingdom by the Data Protection Act 1998 ('the Act'). The Commissioner of the Metropolitan Police Service is registered⁴ with the Information Commissioner as a 'Data Controller' for the purposes of the Act. As such he is obliged to ensure that Metropolitan Police Service handles all personal data in accordance with the Act.

Metropolitan Police Service takes that responsibility very seriously and takes great care to ensure that personal data is handled appropriately in order to secure and maintain individuals' trust and confidence in the force.

1. Why do we handle personal data?

Metropolitan Police Service obtains, holds, uses and discloses personal data for two broad purposes:

1. The Policing Purpose – which includes the prevention and detection of crime; apprehension and prosecution of offenders; protecting life and property; Preserving order; maintenance of law and order; rendering assistance to the public in accordance with force policies and procedures; National security; defending civil proceedings and any duty or responsibility of the police arising from common or statute law.

¹ 'Processing' is defined under Section 1 of the Data Protection Act 1998. In practical terms it means recording, holding, retaining, altering, adapting, analysing, disclosing, withholding and deletion etc of personal / sensitive personal data.

² 'Personal Data' is defined under Section 1 of the Data Protection Act 1998. In practical terms it means information handled by the Metropolitan Police Service that relates to identifiable living individuals. It can include intentions and expressions of opinion about the individual. The information can be held electronically or as part of paper records, and can include CCTV footage and photographs. For ease of readers this document refers to the handling, use, holding etc of personal data as processing (as defined under Section 1 of the Act).

³ This document is designed to help satisfy the 'Fair Processing Requirements' as required by Schedule 1 Part 2 Paragraphs 1 to 4 of the Data Protection Act 1998 and may be regarded as a generic over-arching 'Fair Processing Notice' for the Metropolitan Police Service. Additional specific Fair Processing Notices may appear in other circumstances such as on forms, force policies, email footers, or CCTV signage.

⁴ Registration No: Z4888193

2. The provision of services to support the Policing Purpose – which include:

- Staff administration, occupational health and welfare;
- Management of public relations, journalism, advertising and media;
- Management of finance;
- Internal review, accounting and auditing;
- Training;
- Property management;
- Insurance management;
- Vehicle and transport management;
- Payroll and benefits management;
- Management of complaints;
- Vetting;
- Management of information technology systems;
- Legal services (which includes the defending civil proceedings within the statutory limitation period);
- Information provision;
- Licensing and registration;
- Pensioner administration;
- Research, including surveys⁵;
- Performance management;
- Sports and recreation;
- Procurement;
- Planning;
- System testing;
- Security;
- Health and safety management

2. Whose personal data do we handle?

In order to carry out the purposes described under section 1 above the Metropolitan Police Service may obtain, use and disclose (see section 7 below) personal data relating to a wide variety of individuals including the following:

- Staff including volunteers, agents, temporary and casual workers;
- Suppliers;
- Complainants, correspondents, litigants and enquirers;
- Relatives, guardians and associates of the individual concerned;
- Advisers, consultants and other professional experts;
- Offenders and suspected offenders;
- Witnesses;
- Individuals passing information to the Metropolitan Police Service;
- Victims (current, past and potential);
- Former and potential members of staff, pensioners and beneficiaries;
- Other individuals necessarily identified in the course of police enquiries and activity.

⁵ The Metropolitan Police Service is required to conduct Customer Satisfaction Surveys to evaluate our performance and effectiveness.

We may contact individuals, such as victims of crime or those reporting incidents, and ask them to give us their opinion of the service we are providing to the public. We use the information given to improve our service wherever we can.

The Metropolitan Police Service, like many police forces, may use a private company to undertake such surveys on our behalf with strict controls to protect the personal data of those involved.

The Metropolitan Police Service will only use appropriate personal data necessary to fulfil a particular purpose or purposes. Personal data could be information which is held on a computer, in a paper record i.e. a file, as images, but it can also include other types of electronically held information i.e. CCTV images.

3. What types of personal data do we handle?

In order to carry out the purposes described under section 1 above the Metropolitan Police Service may obtain, use and disclose (see section 7 below) personal data relating to or consisting of the following:

- Personal details such as name, address and biographical details;
- Family, lifestyle and social circumstances;
- Education and training details;
- Employment details;
- Financial details;
- Goods or services provided;
- Racial or ethnic origin;
- Political opinions;
- Religious or other beliefs of a similar nature;
- Trade union membership;
- Physical or mental health or condition;
- Sexual life;
- Offences (including alleged offences);
- Criminal proceedings, outcomes and sentences;
- Physical identifiers including DNA, fingerprints and other genetic samples;
- Sound and visual images;
- Licenses or permits held;
- Criminal Intelligence;
- References to manual records or files;
- Information relating to health and safety;
- Complaint, incident, civil litigation and accident details.

The Metropolitan Police Service will only use appropriate personal data necessary to fulfil a particular purpose or purposes. Personal data could be information which is held on a computer, in a paper record i.e. a file, as images, but it can also include other types of electronically held information i.e. CCTV images.

4. Where do we obtain personal data from?

In order to carry out the purposes described under section 1 above the Metropolitan Police Service may obtain personal data from a wide variety of sources, including the following:

- Other law enforcement agencies;
- HM Revenue and Customs;
- International law enforcement agencies and bodies;
- Licensing authorities;
- Legal representatives;
- Prosecuting authorities;
- Defence solicitors;
- Courts;
- Prisons;
- Security companies;
- Partner agencies involved in crime and disorder strategies;

Private sector organisations working with the police in anti-crime strategies;
Voluntary sector organisations;
Approved organisations and people working with the police;
Independent Police Complaints Commission;
Her Majesty's Inspectorate of Constabulary;
Auditors;
Police Authority;
Central government, governmental agencies and departments;
Emergency services;
Individuals themselves;
Relatives, guardians or other persons associated with the individual;
Current, past or prospective employers of the individual;
Healthcare, social and welfare advisers or practitioners;
Education, training establishments and examining bodies;
Business associates and other professional advisors;
Employees and agents of the Metropolitan Police Service;
Suppliers, providers of goods or services;
Persons making an enquiry or complaint;
Financial organisations and advisors;
Credit reference agencies;
Survey and research organisations;
Trade, employer associations and professional bodies;
Local government;
Voluntary and charitable organisations;
Ombudsmen and regulatory authorities;
The media;
Data Processors working on behalf of the Metropolitan Police Service.

The Metropolitan Police Service may also obtain personal data from other sources such as its own CCTV systems, or correspondence.

5. How do we handle personal data?

In order to achieve the purposes described under section 1 the Metropolitan Police Service will handle personal data in accordance with the Act. In particular we will ensure that personal data is handled fairly and lawfully with appropriate justification.

We will strive to ensure that any personal data used by us or on our behalf is of the highest quality in terms of accuracy, relevance, adequacy and non-excessiveness, is kept as up to date as required, is protected appropriately, and is reviewed, retained and securely destroyed when no longer required.

We will also respect individuals' rights under the Act (see section 8 below).

6. How do we ensure the security of personal data?

The Metropolitan Police Service takes the security of all personal data under our control very seriously. We will comply with the relevant parts of the Act relating to security, and seek to comply with the Association of Chief Police Officers' Community Security Policy and relevant parts of the ISO27001 Information Security Standard.

We will ensure that appropriate policy, training, technical and procedural measures are in place, including audit and inspection, to protect our manual and electronic information systems from data loss and misuse, and only permit access to them when there is a legitimate reason to do so, and then under strict guidelines as to what use may be made of any personal data contained within them. These procedures are continuously managed and enhanced to ensure up-to-date security.

7. Who do we disclose personal data to?

In order to carry out the purposes described under section 1 above the Metropolitan Police Service may disclose personal data to a wide variety of recipients in any part of the world, including those from whom personal data is obtained (as listed above). This may include the following:

- Disclosures to other law enforcement agencies (including international agencies);
- Partner agencies working on crime reduction initiatives;
- Partners in the Criminal Justice arena;
- Victim Support;
- To bodies or individuals working on our behalf such as IT contractors or survey organisations;
- Local government
- Central government
- Ombudsmen and regulatory authorities
- The media
- International agencies concerned with the safeguarding of international and domestic national security
- Third parties involved with investigations relating to the safeguarding of national security.
- To other bodies or individuals where necessary to prevent harm to individuals.

Disclosures of personal data will be made on a case-by-case basis, using the personal data appropriate to a specific purpose and circumstances, and with necessary controls in place.

Some of the bodies or individuals to which we may disclose personal data are situated outside of the European Union - some of which do not have laws that protect data protection rights as extensively as in the United Kingdom. If we do transfer personal data to such territories, we undertake to ensure that there are appropriate safeguards in place to certify that it is adequately protected as required by the Act.

The Metropolitan Police Service will also disclose personal data to other bodies or individuals when required to do so by, or under, any act of legislation, by any rule of law, and by court order. This may include:

- The Child Support Agency;
- The National Fraud Initiative;
- The Home Office;
- To the Courts;
- The General Medical Council
- The Nursing and Midwifery Council

The Metropolitan Police Service may also disclose personal data on a discretionary basis for the purpose of, and in connection with, any legal proceedings or for obtaining legal advice.

8. What are the rights of the individuals whose personal data is handled by the Metropolitan Police Service?

Individuals have various rights enshrined in the Act:

Subject Access

The most commonly exercised right is that used by individuals to obtain a copy, subject to exemptions, of their personal data processed by the Metropolitan Police Service. Details of the application process, known as 'Subject Access' can be found from the force internet at:

<http://www.met.police.uk/information/>

Alternatively individuals may contact the Metropolitan Police Service Data Protection Officer (see section 10 below).

Right to prevent processing likely to cause damage or distress

Under Section 10 of the Act an individual is entitled, in limited circumstances, to write to the Metropolitan Police Service requiring that we do not handle their personal data in a manner that was causing or would be likely to cause unwarranted substantial damage or substantial distress to themselves or another person.

Requests under Section 10 must describe the personal data involved; describe the handling to which the individual objects; state that the handling was causing or would be likely to cause substantial damage or substantial distress to him/her or another; describe the damage or distress; state that the damage or distress was/would be unwarranted; and give reasons why the handling was causing/would cause such distress and was/would be unwarranted.

All requests of this nature may be sent in writing to the Metropolitan Police Service Data Protection Officer (see section 10 below). It is worth noting that the Act includes certain provisions which may mean in a particular case Metropolitan Police Service can continue to handle the personal data as intended despite the objection.

Right to Prevent Processing for the Purposes of Direct Marketing

Although the Metropolitan Police Service does not engage in direct-marketing, under Section 11 of the Act and subject to certain exemptions, an individual has the right to request in writing that the Metropolitan Police Service stops within a reasonable time, or does not start, using their personal data for direct marketing purposes. This includes the communication by any means (e.g. mail, email, telephone, door-to-door canvassing) of any advertising or marketing material directed at particular individuals.

Any requests under Section 11 may be sent to the Metropolitan Police Service Data Protection Officer (see section 10 below).

Rights in relation to automated decision-taking

Although the Metropolitan Police Service is unlikely to carry out any automated decision-taking that does not involve some human element, under Section 12 of the Act and subject to certain exemptions, an individual has the right to require that the Metropolitan Police Service ensures that no decision that would significantly affect them is taken by the Metropolitan Police Service or on its

behalf purely using automated decision-making software. The right has to be exercised in writing. If there is a human element involved in the decision-making the right does not apply.

Requests under Section 12 may be sent to the Metropolitan Police Service Data Protection Officer (see section 10 below).

Right to take action for compensation if the individual suffers damage by any contravention of the Act by data controllers

Under Section 13 of the Act any individual who believes they have suffered damage and/or distress as a result of any contravention of the requirements of the Act may be entitled to compensation from the Metropolitan Police Service where the force is unable to prove that it had taken such care as was reasonable in all the circumstances to comply with the relevant requirement.

Any claim for compensation arising from this provision may be sent to the Metropolitan Police Service Data Protection Officer (see section 10 below).

Right to take action to rectify, block, erase or destroy inaccurate data

Under Section 14 of the Act an individual has the right to seek a court order for the rectification, blocking, erasure or destruction of their inaccurate personal data handled by the Metropolitan Police Service. The right cannot be exercised directly to the Metropolitan Police Service.

Right to request the Information Commissioner to assess a data controller's processing

Under Section 42 of the Act any person can request the Information Commissioner to make an assessment if they believe that they are/have been adversely affected by the handling of personal data by the Metropolitan Police Service. Such requests should be made direct to the Information Commissioner whose contact details can be found below.

Generally if individuals have any concerns regarding the way their personal data is handled by the Metropolitan Police Service or the quality (accuracy, relevance, non-excessiveness etc.) of their personal data they are encouraged to raise them with the Metropolitan Police Service Data Protection Officer (see section 10 below).

The Information Commissioner is the independent regulator responsible for enforcing the Act and can provide useful information about the Act's requirements. The Information Commissioner's Office may be contacted using the following:

Mail: The Information Commissioner's Office,
Wycliffe House,
Wilmslow,
Cheshire,
SK9 5AF
Telephone: 01625 545700
Website: www.ico.gov.uk

9. How long does The Metropolitan Police Service retain personal data?

The Metropolitan Police Service keeps personal data as long as is necessary for the particular purpose or purposes for which it is held. Personal data which is placed on the Police National Computer is retained, reviewed and deleted in accordance with the Retention Guidelines for Nominal Records on the Police National Computer, incorporating the Step Down Model 2006.

Other records containing personal data relating to intelligence, custody, crime, firearms, child abuse investigations, domestic violence will be retained in accordance with the ACPO endorsed guidance on the Management of Police Information 2006.

10. Monitoring

The Metropolitan Police Service may monitor or record and retain telephone calls, texts, emails and other electronic communications to and from the force in order to deter, prevent and detect inappropriate or criminal activity, to ensure security, and to assist the purposes described under section 1 above.

The Metropolitan Police Service does not place a pre-recorded 'fair processing notice' on telephone lines that may receive emergency calls (including misdirected ones) because of the associated risk of harm that may be caused through the delay in response to the call.

11. Contact Us

Any individual with concerns over the way the Metropolitan Police Service handles their personal data may contact our Data Protection Officer as below:

Telephone: 020 7161 3500

Email: PublicAccessOffice@met.police.uk

Mail: Data Protection Officer,
Public Access Office
Metropolitan Police Service
20th Floor Empress State Building
Empress Approach
Lillie Road
London SW6 1TR

Fax: 020 7161 3503

Website: <http://www.met.police.uk/>