



University of East Anglia

Information Compliance (ITCS)

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30 July 2019

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_19-218)

We have now considered your request of 12 July 2019 for the following information:

'My freedom of information request concerns the sharing of personal and inaccurate information by staff without the data subjects permission via telephone conversation for example. I seek to gain an understanding on UEA's policy towards personal information being transferred informally, what procedures would apply and how this would be investigated.'

As we have not received a response to our request of 16 July 2019 for clarification of your request, our response is based on our initial understanding of your request.

The University does not have a specific policy regarding the informal sharing of personal information or the investigation of such sharing. The handling and treatment of personal data in the University's possession is addressed more generally in the Data Protection Policy¹.

The University does have internal procedures to follow where a complaint is made by an individual about the processing of their own personal data, or where a personal data breach has occurred, but these do not specifically address informal data sharing.

Any investigation concerning the misuse of data controlled by the University, by staff, would be conducted by the relevant manager. There are two disciplinary processes for staff at the University. One process applies to support staff (all non-academic and non-academic related staff) and the other, Ordinance 6, is for academic and academic-related staff² only.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 40 working days of the date of this letter. In line with section 5.3 of the UK Government's Freedom of Information Act Code of Practice, we are not obliged to accept internal reviews after this date.

¹ <https://portal.uea.ac.uk/documents/6207125/7068603/Data+Protection+Policy+v4.0.pdf/>

² <https://www.uea.ac.uk/hr/employee-information/policies/disciplinary>

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

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Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Dave Palmer
Information Compliance Manager
University of East Anglia