



# HM TREASURY

1 Horse Guards Road  
London  
SW1A 2HQ

24 December 2010

Information Rights Unit

Tel: 0207 270 4558

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Dear Barbara Beaufol,

request-42213-  
d34647c1@whatdotheyknow.com

[www.hmtreasury.gov.uk](http://www.hmtreasury.gov.uk)  
[FOI.responses@hmtreasury.gsi.gov.uk](mailto:FOI.responses@hmtreasury.gsi.gov.uk)

Ref: 10/652

Re: Freedom of Information Act 2000 Internal Review: Spending Challenge Website

You wrote to us on 27 August raising some concerns about the response we provided to your FOI request dated 18<sup>th</sup> July that requested the following information:

1. The identity, contact details and data protection registration number of the Data Controller responsible for content.
2. Confirmation of the involvement of any third party data controller or contractor in the management of Personal Data processed in relation to content visible and accessible via this web portal.
3. The number of complaints received as to content and operation of the web portal.
4. In relation to the moderation facility and reporting of inappropriate content;
  - a. the minimum time from report to action to address reported inappropriate content;
  - b. the maximum time from report to action to address reported inappropriate content
  - c. the mean time from report to action to address reported inappropriate content

In relation to your first point, we confirmed that HM Treasury is the Data Controller responsible for the content on the Spending Challenge website and provided our registration number.

In relation to the second point, we can confirm that HM Treasury remained the data controller for all content. The Central Office of Information (COI) had limited management of personal data as this was stored on their secure database, however, as per your first point, HM Treasury maintained responsibility for this at all times.

In relation to your third point, we informed you of the number of requests we had received regarding content and operation of the web portal. Complaints were not formally logged as they were received through a number of channels, including users 'flagging' content as inappropriate via the website – this accounted for the majority of complaints – and people contacting the Treasury directly, either via email, letter or telephone. We do not, as a matter of course, log correspondence in a way that would show whether it contains a complaint, however we have confirmed that the number of complaints via this route was low (i.e. fewer than thirty).

In relation to your fourth point, COI, who were responsible for the website moderation, did not log time of complaint, corresponding action taken nor the time of this action. To do so would have lengthened the response time to moderation requests and, in our view, been overly bureaucratic. Therefore we are unable to respond to this part of your request as neither HM Treasury nor COI, nor any other part of government or third party organisation, hold this information.

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I hope this is helpful.

Regards,

Kate Jenkins  
Head of Information Rights  
HM Treasury

Your right to complain under the Freedom of Information Act 2000

If you are not content with the outcome your complaint, you may apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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