

Charities

First Contact Lines to Take

We currently have lines to take in the following areas.

- Citizens Advice Bureau - Case Management System (PETRA) 16/11/11

Citizens Advice Bureau - New Casework Management System (PETRA)

Background

We have received enquiries from a number of Citizens Advice Bureaux seeking assurance from the Information Commissioner that he is happy with all the data protection practices and safeguards put in place by the National Association of Citizens Advice Bureau (NACAB) for the implementation of their new case management system (Petra).

Line to take

The Commissioner does not endorse individual systems as he is obliged to maintain his independence in the event that a complaint about a possible breach of the Data Protection Act 1998 (DPA) is received by this office. He is therefore unable to provide the assurance that Citizens Advice [REDACTED] [REDACTED] Trustee Board is seeking.

However, I can confirm that the ICO has been in correspondence and discussions with the National Association of Citizens Advice Bureau (NACAB) about the data protection implications of Petra. We are satisfied that NACAB is fully aware of its obligations under the DPA and that it has given due consideration to those obligations during the design of the new system and accompanying business processes. We are aware that Citizens Advice has conducted a detailed Information Assurance Risk Assessment during the system design phase and that this has included consideration of the safeguards required to comply with the DPA. If you or your Trustee Board requires further assurance, we recommend that you contact the Information Assurance team at Citizens Advice with your specific concerns.

Once the new system has been implemented, we would consider any complaints of potential breaches of the DPA on a case by case basis.