

15 May 2023



Robert John Robinson

request-971930-a3c2988e@whatdotheyknow.com

Legal Services
Mail Hub
County Hall
Spetchley Road
Worcester
WR5 2NP

Dear Robert John Robinson

Access to Information Request – Request no FOI2023/00290

Thank you for your request for information, which we received on 14 April 2023. Your request has been considered under the Freedom of Information Act 2000 (FOIA).

You asked for the following information (text in bold below). Please find below our response to each of your questions:

Could you please tell us what technology you have in place for data backup and recovery and when these services are coming up for renewal?

Various – delivered as part of hosting and Digital Workplace services.

Could you please let us know if you still use tape technology to backup and restore -

Yes.

How many staff currently have responsibility for the operations of your Backup and Recovery?

0 – it is delivered by our suppliers as part of their contracts.

Could you please indicate the senior member of staff (outside of procurement) responsible for evaluating and procuring backup and recovery technology?

After careful consideration we have decided that the name of the person responsible for this work should be withheld under sections 40(2) and 40(3A) of the FOIA as the information constitutes personal data relating to persons other than you. These sections exempt personal information from disclosure if that information relates to someone other than the applicant, and if disclosure of that information would breach any of the data protection principles in Article 5(1) of the General Data Protection Regulation (GDPR). We consider that disclosure of this information is likely to breach the first data protection principle, which provides that personal data must be processed lawfully, fairly, and in a transparent manner. Disclosure would not constitute 'fair' processing of the personal data because the junior staff involved would not reasonably expect their name to be disclosed in relation to this request for information.

Do you have an Air-Gapped solution in place for Backup?

Yes.

Do you have the ability to recover data if you were Cyber Attacked?

Yes.

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If you have any queries about this letter, please contact me. As you may be aware, under the legislation should you have any concerns with the service you have received in relation to your requests and wish to make a complaint or request a review of our decision, please contact me and I'll arrange for a colleague to conduct an internal review.

If you are not content with the outcome of that complaint or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Commissioner cannot make a decision unless you have exhausted the internal review procedure provided by Natural England. The Information Commissioner can be contacted at: <https://ico.org.uk/global/contact-us/> or call on 0303 123 1113 (local rate), www.ico.org.uk.

Yours sincerely

Farah Afshan
Adviser – Access to Information
Legal, Governance and External Affairs

foi@naturalengland.org.uk