



Freedom of Information Team
Customer Service Improvement
Directorate
40 Wellesley Road
Croydon
CR9 2BY

Fax: +44 (0)0870 336 9240
www.ukba.homeoffice.gov.uk

Eton Bell
By email: request-188356-826aebf0@whatdotheyknow.com

FOI Reference: 30230
OUR Reference: VCT 164663

23 January 2014

Dear Mr Bell

Thank you for your letter of 10 January in which you requested information on documents, specifically:

- What data is captured, for example photos if any, scanned document if any, notes from ECO if any, and how long is this information stored on the system before being deleted?

Your request is being handled as a request for information under the Freedom of Information Act 2000. I can confirm that the Home Office holds the information you have requested.

All data relating to an applicant stored on the Home Office Case working System is retained indefinitely. Nothing is deleted.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference [30230]. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response. The contact address for requesting an internal review is below:

Information Access Team
Home Office
Ground Floor,
Seacole Building
2 Marsham Street
London SW1P 4DF

E-mail: FOIRequests@homeoffice.gsi.gov.uk.

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response.

If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

A. Ojewale (Mrs)

FOI Practitioner – Midlands, East of England & International Responder Hub
UK Visas & Immigration