
From: Victoria Swift
Sent: 07 July 2009 16:13
To: Katherine Vander
Subject: FW: [REDACTED] ACS Law

Hi

Quick response from Dave! I assume you are ok about sending out responses to the standard letters. Feel free to send any variations in the standard complaint through to us and in turn we will speak to policy about them. Hope that is ok with you.

Thanks

Victoria Swift
Casework & Advice Manager
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
01625 545829
www.ico.gov.uk

-----Original Message-----

From: David J. Evans
Sent: 07 July 2009 16:06
To: Victoria Swift
Subject: RE: [REDACTED] ACS Law

The line remains the same.

Happy for any cases to be sent to Anne so she can check for variations in what people are asking/circumstances they are outlining. By all means let Katherine know this if CST are dealing with everything.

David hasn't mentioned anything to me since the last time this cropped up.

Dave Evans
Senior Data Protection Practice Manager
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
Tel: 01625 545777
Email : david.evans2@ico.gsi.gov.uk
www.ico.gov.uk

-----Original Message-----

From: Victoria Swift
Sent: 07 July 2009 15:58
To: David J. Evans
Subject: FW: [REDACTED] ACS Law

Hi

I think we confirmed this previously but I just wanted to check that we can carry on using the standard line. I appreciate Katherine's concerns in respect of David's comments but I think when we spoke you were happy with what we were saying.

Can you just confirm that our line on this remains the same?

Thanks

Victoria Swift
Casework & Advice Manager
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Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
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www.ico.gov.uk

-----Original Message-----

From: Katherine Vander

Sent: 07 July 2009 11:06

To: Victoria Swift

Subject: [REDACTED] ACS Law

Hi Victoria

[REDACTED]

I know we do have a line to take that covers the issues raised in some of them but there were 2 reasons I was not 100% happy to keep them in CST at the moment. The first one was that we are sending out a complex 'line to take' that Case Officers in CST would have no background knowledge to adapt if the person asked further questions, or called back to ask to clarify anything. The second reason was David Smith's comments. When we discussed it last I thought Dave was going to double check David Smith was happy with the line we were using before we went any further with these.

Obviously we can answer them here if we need to. It's just one of those things where it is clearly is an issue with media interest, possible developments with the stuff in Europe and I am worried that if we just start early on sending out a standard line we'll carry on like that with no way of knowing whether there are different things being raised or circumstances have changed.

If you and Dave are happy that this is a settled view that we are definitely happy to just send out from CST from now on then that's absolutely fine – we'll have any you have back and we'll deal with them here but I did want to be clear that is the best thing to do before we go ahead.

Thanks

Katherine

Katherine Vander
Casework Manager
Information Commissioner's Office
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-----Original Message-----

From: Katherine Vander

Sent: 30 September 2009 11:06

To: CST DP Case Reception Unit; CST Helpline

Cc: Victoria Swift; CAD 3

Subject: [REDACTED] ACS Law

This is mainly for DP Case Reception but a couple of cases have slipped through to CST2 so just to highlight for everyone in case you come across them. If you see any cases complaining about disclosures of information by ISPs to [REDACTED] or ACS Law (sometimes a long standard letter, sometimes a complaint form etc) these need to come through to my own personal queue. None of these should go to CAD or into our main CST queues.

Thanks very much

Katherine Vander

Casework Manager

Information Commissioner's Office

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Tel: 01625 545843

Email: katherine.vander@ico.gsi.gov.uk

www.ico.gov.uk

From: Katherine Vander
Sent: 07 September 2009 09:17
To: Traci Shirley; Jill Walker
Subject: Certified copy of notification entry

Hi

I would be very grateful for some advice.

I have a complaint about the registration of ACS Law (Z1760545)

The complainant has lots of points and I answered several myself but there are a few things I'm not sure of.

They're not a registered company so the registration address should be their 'principal place of business'. The complainant says all mail to the address they have listed is returned as 'undelivered'. I'm not sure how we determine the principal place of business - Is this something non-notification would ever be able to consider?

He also says he wants under 19 (7) a 'duly certified copy in writing of the particulars' contained in the register entry. Is this something different to me just printing out the register entry?

Many thanks for help

Katherine

Katherine Vander
Casework Manager
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From: Katherine Vander

Sent: 07 July 2009 16:27

To: Steven Daniels; Aileen Oakes; Amelia Bayes; Andrew Walsh; Caroline Thompson; Charlotte Haywood; Chris Ford; Elaine Lynn; Elizabeth Lealman; George Burkinshaw; Hannah Burling; Jill Hulley; Jolyon Stone; Kate Holl; Katherine Vander; Kieran Lamb; Kussum Sharma; Laura Hennessy; Louise Macdonald; Lynne Groves; Maria Dominey; Michael Chamberlain; Neil McNulty; Nicholas Stallman; Philip Davison; Rachel Webster; Sanjay Patel; Stephen Roberts

Cc: Victoria Swift

Subject: [REDACTED] ACS Law

Hi

If you come across any complaints/ enquiries about these organisations (or related issues about court orders forcing ISPs to release information about internet use) please send the cases to me (either from the sift or if you come across them in the other queues). We're no longer sending them to CAD but I do want to keep an eye on them so if they can be referred to me that would be great.

Thanks

Katherine

Katherine Vander
Casework Manager
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Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
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Email: katherine.vander@ico.gsi.gov.uk
www.ico.gov.uk

From: Katherine Vander
Sent: 20 June 2009 10:31
To: Compliance
Subject: [Ref. ENQ0254538]

Katherine Vander
Casework Manager
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
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-----Original Message-----

From: Victoria Swift
Sent: 15 June 2009 14:01
To: Katherine Vander; David J. Evans
Subject: RE: ICO.doc

Thanks Katherine. Dave, do we need to discuss this in relation to a line to take?

Let me know.

Thanks

Victoria Swift
Casework & Advice Manager
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.
01625 545829
www.ico.gov.uk

-----Original Message-----

From: Katherine Vander
Sent: 15 June 2009 13:53
To: Victoria Swift; David J. Evans
Subject: FW: ICO.doc

Hi Victoria/Dave

I mentioned we were getting quite a few ACS law cases last week. We have the information Dave provided about [REDACTED] I don't know if you've discussed the ACS Law issues between you because I'm not

sure if the issues raised in the ACS law cases can be covered by the same response/ if it needs updating etc

In light of David Smith's comments I will send this to CAD for now but if you do reach a point where you're happy we have a current line that covers these too please let me know.

Thanks

Katherine

Katherine Vander
Casework Manager
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www.ico.gov.uk

-----Original Message-----

From: Paul Arnold
Sent: 15 June 2009 12:24
To: Katherine Vander
Subject: FW: ICO.doc

Katherine

Can you take care of this?

Thanks
Paul

Paul Arnold
Head of Front Line Operations
Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire, SK9 5AF.
Tel: 01625 545763
www.ico.gov.uk

-----Original Message-----

From: David Smith
Sent: 15 June 2009 12:21
To: Paul Arnold
Cc: Phil Jones; David J. Evans
Subject: FW: ICO.doc

Paul

Could you treat this as an incoming request for assessment please and ensure that in taking it forward DPP are full involved as it raises some important DP policy issues.

Thanks

David

From: [REDACTED]
Sent: 04 June 2009 20:06
To: David Smith
Subject: ICO.doc

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

4th June 2009

Dear Mr Smith.





