

Barry Salmon
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Date: 31 July 2018
Our ref: FOI/18-07-68
Your ref:

Dear Sir / Madam

Freedom of Information Act 2000
Your Request for Information relating to external IT service provider/managed service provider (MSP)

Thank you for your request for information concerning the above.

The Council does hold some of the information and our response is detailed below:

- 1) Do you use an external IT service provider/Managed Service Provider (MSP)?
- 2) Does your provider/MSP serve as a processor of your Personally Identifiable Information (PII)?
- 3) If yes, does your contract/service level agreement (SLA) with the provider(s) have clear provisions for the allocation of responsibilities in the event of a data breach?
- 4) Have you revisited your original contract(s) to ensure compliance with the General Data Protection Regulation (GDPR)?
- 5) Does the contract/SLA define the time frame in which a security breach at the provider must reported to you?
- 6) Do you have policies in place for privileged account management?
- 7) Has your organisation/service provider/MSP suffered a data breach involving your organisation's PII in the last 12 months?
- 8) If yes, how long did it take for them to notify you?

Response Sunderland City Council's ICT Service is delivered in-house.

I hope this is satisfactory. If, however, you remain dissatisfied with our response to your request for information, you may request a further review *within 40 calendar days of the date of this response*. FOI reviews are removed from the Directorate and coordinated by the Information Governance

Team. A request for further review should be addressed to the Information Governance Team, Commercial and Corporate Services, PO Box 100, Civic Centre, Sunderland, SR2 7DN.

If this fails to resolve your concerns then you have the right to apply to the Information Commissioner for a decision.

Yours faithfully

Liz St Louis
Head of Customer Service, Intelligence & ICT