

25th January 2021

Dear Mr Acton

I refer to your requests for information made under the Freedom of Information Act 2000 (the Act) and received by CCW on 6th January 2021. You requested the following information:

1. *Do you currently have any paper documents in storage?*
2. *If all of your documents have been securely digitised, do you have any bespoke software to electronically access and manage scanned images?*
3. *Who is the senior officer/s (outside of procurement) responsible for the management of physical records?*

Under the Act, public authorities have two duties to individuals requiring information: firstly, to confirm whether or not they hold the information requested, and, secondly, to provide a copy of that information unless one of the exemptions provided by the Act apply.

I confirm that CCW holds the information you have requested and the answer is set out below.

1. Do you currently have any paper documents in storage?

Answer: No

2. If all of your documents have been securely digitised, do you have any bespoke software to electronically access and manage scanned images?

Answer: We do not use bespoke software to electronically access and manage scanned images.

3. Who is the senior officer/s (outside of procurement) responsible for the management of physical records?

Answer: Each team within CCW is responsible for the management of their own records. Details of our Executive Team and their responsibilities are available from our website at <https://www.ccwater.org.uk/aboutus/our-people/executive-team/>

Further information and complaints

If you are unhappy with the way that your request has been handled, you have the right to request an internal review. Any internal review will be conducted by a member of staff that has not been involved in the handling of the request. You can request an internal review by contacting:-

Data Protection Officer
CCW
1st Floor, Victoria Square House
Victoria Square
Birmingham
B2 4AJ

dpo@ccwater.org.uk

If you are dissatisfied with the outcome of the internal review, you can apply to the Information Commissioner. Complaints to the Information Commissioner should be sent to:-

FOI/EIR Complaints Resolution
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely

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Natalja Riaz
Information Governance Team