

Information Governance Team

Room 120
County Hall
Topsham Road
Exeter
Devon
EX2 4QD

Tel 01392 383000 – ask for information governance
Email: accesstoinformation@devon.gov.uk

Date : 15/01/2018.

Private and Confidential

Dear Mr Hall

Thank you for your request for an internal review of our response to Freedom of Information disclosure 6729100 received on 11/12/2018. I am sorry that you are dissatisfied with our attempts to handle your request under the under the Freedom of information Act 2000.

I have considered your request in two parts.

1. Whether our response to your initial request met our obligations under the Freedom of Information Act 2000.
2. Why we don't hold the information and because of this how we can comply with PSN requirements

In response to Number 1.

Under the Freedom of Information Act 2000 we are only obliged to disclose recorded information held by us, in this case, I can confirm that we do not hold either digital or paper versions of the information requested, we explained this in our original response. We also provided advice and assistance by directing you to the website of OLM, the provider of the system in question. You did not make any reference to PSN in that request. Because of these factors I consider that we did respond correctly to your request

In response to Number 2.

Devon County Council does not evaluate the source code for third party system products but rely on assurances provided by the companies, and where necessary, penetration tests performed against any perceived vulnerabilities. The [OLM Accreditation](#) page indicates compliance with several national and industry specific security standards.

I can also confirm that Devon County Council has complied with PSN requirements annually.

Should you have any queries regarding the disclosure, please ring the team on the number above.

If for any reason you are not satisfied with how your request has been handled, please write to Customer Relations Team, Room 120, County Hall, Topsham Road, Exeter, EX2 4QD. Details about our Access to Information complaints procedure can be found at <http://www.devon.gov.uk/feedback>.

Yours sincerely

Steve Howkins
Senior Information Governance Officer