



## UK Visas & Immigration

**Home Office**  
**UK Visas & Immigration**  
Subject Access Requests Unit  
Lunar House,  
40 Wellesley Road,  
Croydon  
CR9 2BY

26 April 2017

By email: [request-239855-047aeb7e@whatdotheyknow.com](mailto:request-239855-047aeb7e@whatdotheyknow.com)

Our Ref: FOI 39234

Dear Mr Waterman

I write further to your email of 7 April 2016, following your earlier letters of 18 November 2014 and 4 March 2015 to the Information Commissioner, in which you asked for internal Subject Access Requests training material and guidelines. Your request has been handled as a request for information under the Freedom of Information Act 2000 (the Act). I can only apologise for the lengthy delay in responding to your enquiry.

I have decided to disclose some of the information that you have requested. Please find attached:

Annex A – Caseworker Standard Operating Procedure – How to Process a SAR;  
Annex B – Standard Operating Procedure – How to Process a Visa Application Form Request;  
Annex C – Standard Operating Procedure – How to Create a Specific Request;  
Annex D – Standard Operating Procedure - Management Allocation of Work and Recording of Stats;  
Annex E – Standard Operating Procedure - Handling Requests for Data of a Deceased Person;  
Annex F – Standard Operating Procedure – Representatives Contact Database;  
Annex G – Fast Track Pilot;  
Annex H – E3 Guide Executive Officer; and  
Annex I – Standard Operating Procedure – E-Dispatch

In respect of the remainder of your enquiry, I can confirm that the Home Office holds the information that you requested. However, after careful consideration, we have decided that some of that information is exempt from disclosure under sections 31(1) (a), (b) and (c) and 40(2) of the Act, and that it would not be in the public interest to disclose the same.

This is because disclosure would, or would be likely to, prejudice - a) the prevention or detection of crime; (b) the apprehension or prosecution of offenders; and (c) the administration of justice. The

exemption under section 40 applies in relation to information within the guidance material that has been withheld because it contains someone else's personal data.

Having considered that the disclosure of this material in its entirety could prejudice the functions mentioned in section 31 of the Act (and, insofar as it contains personal data, Section 40(2)), we have also considered whether in all the circumstances the public interest in maintaining the exclusion outweighs the public interest in disclosing it.

Having done so, we have concluded that the public interest in this case weighs in favour of maintaining the exclusion. In particular, the material, if disclosed in its entirety, could be used by a person to circumvent immigration controls; frustrate due process including identity checking, apprehension and removal from the UK; and to undermine attempts to safeguard vulnerable people and conduct immigration and Police investigations. We consider that this material, if placed in the public domain, would give rise to a strong likelihood of this happening and that the impact, if this were to occur, would be of such gravity that there must be a strong public interest in favour of avoiding such an outcome.

Accordingly, we consider the public interest requires this material to be withheld in accordance with section 2(2)(b) of the Act.

The Home Office has obligations under the Data Protection Act 1998, and in law generally, to protect personal data. We have concluded that the information you have requested is exempt from disclosure under section 40(2) of the Act, because of the condition at section 40(3)(a)(i). This exempts personal data if disclosure would contravene any of the data protection principles in Schedule 1 to the Data Protection Act.

Accordingly, I am providing you with the information requested insofar as it does not fall to be excluded for the reasons mentioned above.

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 39234. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Rights Team  
Home Office  
Third Floor, Peel Building  
2 Marsham Street  
London SW1P 4DF  
e-mail: [foirequests@homeoffice.gsi.gov.uk](mailto: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

**(by email)**

**Andrew Smith**  
**Head of Subject Access Request Unit**  
**Appeals, Litigation and Subject Access Request Directorate**