

Our reference: 1008642

Ms Jenny Bird  
Sent by email to:  
[request-690934-  
50a83a01@whatdotheyknow.com](#)

PO Box 473  
Sale M33 0BW

Blwch Post 473  
Sale M33 0BW

Tel/Ffôn 0300 020 0096  
Text relay/Cyfnwidi Testun 18001 0207 166 3000  
Email/E-bost [enquiries@policeconduct.gov.uk](mailto:enquiries@policeconduct.gov.uk)  
Web/Gwefan [www.policeconduct.gov.uk](http://www.policeconduct.gov.uk)

7 October 2020

Dear Ms Bird

Thank you for your information request of the 11 September 2020. We have considered your request under the Freedom of Information Act 2000 (FOIA) and this letter sets out our response.

You asked a number of questions regarding the IOPC's handling of subject access requests and we have addressed each point in turn.

*You asked "1. How many SARs have been made to your organisation in the last recorded 12 month period?"*

Between 1 September 2019 and 31 August 2020 we received 315 subject access requests.

*You asked "2. Please provide a breakdown of the specific departments/directorates that these SARs relate to."*

The SARs related to the following departments:

Casework/ Contact Centre/ Admin Hub	139
Assessment Unit	112
Investigations	37
Human Resources	19
Directorate of Major Investigations	2
Hillsborough	2
Policy	2
ICT	1
Quality	1

*You asked: "3. Is there a central response to SARs or is it devolved to the departments involved?"*

SARs are handled and responded to by a central Information Rights Team with support from the relevant department and Information Asset Owner.

*You asked: "4. How many staff deal with responses - estimate of Full Time Equivalents needed to provide SAR responses (Alternatively - hours per typical SAR response)?"*

There are currently four full time staff dealing with SARs along with support from an administrative assistant.

*You asked: "5. Do you have any software to assist with SAR production (e.g. search over multiple unstructured document files, or automatic redaction of Personally Identifiable Information (PII))?"*

We use specialist redaction software to assist in redacting documents.

*You asked: "6. Who has budget responsibility over the costs & resources required to respond to the SARs. Please provide Name: Title: Direct Email: Direct Phone Number"*

Gemma Thomas, Data Protection Officer  
Email: [dpo1@policeconduct.gov.uk](mailto:dpo1@policeconduct.gov.uk)  
Tel: 0300 020 0096

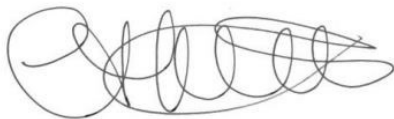
If you have any questions about this request please contact us. Please remember to quote reference number 1008642 in any future correspondence about this matter.

If you are not satisfied with this response you may request an internal review by an independent internal reviewer, who has had no involvement in dealing with your request. If you wish to complain about any aspect of this decision, please provide your representations and grounds for complaint to the following address:

Reviewing Officer  
Independent Office for Police Conduct  
PO Box 473  
Sale M33 0BW

All emails requesting a review should be sent **directly** to: [dpo1@policeconduct.gov.uk](mailto:dpo1@policeconduct.gov.uk)  
Should you remain dissatisfied after this internal review, you will have a right of complaint to the Information Commissioner; however we should point out that under section 50(2)(a) of the Freedom of Information Act, you are normally obliged to exhaust the IOPC's own internal complaint mechanism before complaining to the Information Commissioner.

Yours sincerely



**Gemma Thomas**  
**Data Protection Officer**  
**Independent Office for Police Conduct**

