



Home Office Commercial Directorate

B Marley
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Commercial Directorate
2 Marsham Street
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SW1P 4DF
www.gov.uk/home-office

4 May 2020

Dear B Marley

FREEDOM OF INFORMATION REQUEST 58535

Thank you for your e-mail of 21 April 2020, in which you clarified your request for information about Teleperformance and Home Office. Your request has been handled as a request for information under the Freedom of Information Act 2000 (FOIA).

I am able to disclose some of the information that you have requested, as set out in the enclosed Annex A.

I can also confirm that the Home Office holds the information that you requested about access and storage of information by Teleperformance. However, after careful consideration we have decided that this information is exempt from disclosure under section s24 of the FOIA. This provides that information can be withheld where disclosure of information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security, and the public interest falls in favour of maintaining the exemption

Arguments for and against disclosure in terms of the public interest, with the reasons for our conclusion, are set out in the enclosed Annex B.

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 foirequests@homeoffice.gov.uk, quoting reference 58535. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

As part of any internal review the Department's handling of your information request would be reassessed by staff who were not involved in providing you with this response. If you were to remain dissatisfied after an internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the FOIA.

Yours sincerely

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E FOIRequests@homeoffice.gov.uk

Annex A

1. Please explain how a French Company is in the heart of what we perceive to be the British Government?
<p>The procurement of the Home Office Contact Centre Services and Next Generation of Visa (NGOV) Services (International) contracts was conducted through open and fair competition and in accordance with the Public Contracts Regulations 2015. These contracts were awarded to Teleperformance following careful and detailed evaluation of all tenders which focused on the bidder's capability to fully comply with the contractual requirements. This included testing of the bidder's ability to deliver to the service specification combined with a financial assessment of the offer and a consideration as to the bidder's acceptance of the published terms and conditions of the contract.</p>
2. Please explain fully what accesses Teleperformance Ltd has to private information about the Agent of the legal name of the Registered Organisation?
<p>We think you are asking what information Teleperformance can access about passport or visa applicants. For security reasons, we do not divulge information relating to data security and storage and withhold information under s24 of FOIA.</p> <p>I am able to tell you we ensure that contractual standards are met at all times in respect of data security and integrity, including meeting relevant Government standards.</p>
3. When Teleperformance Ltd staff entering information on a server at HM Passport Office who's server is the information registered on?
<p>For security reasons, we do not divulge information relating to data security and storage and withhold information under s24 of FOIA.</p> <p>I am able to tell you we ensure that contractual standards are met at all times in respect of data security and integrity, including meeting relevant Government standards.</p>
4. When answering the telephone why are Teleperformance Ltd answering the phone HM Passport Office when they are blatantly not HM Passport Office?
<p>Teleperformance Ltd answer the phone as HM Passport Office, as they are answering on behalf of HM Passport Office. It would be confusing to the customer if they answered a call to the Passport Adviceline in any other way. Any additions would be unnecessary and would add to average call length, adding to HM Passport Office contract costs.</p>
5. Why are agents of the company Teleperformance Ltd not answering the telephone "Good Morning/Good afternoon Teleperformance Ltd on behalf of HM Passport Office".?
<p>Teleperformance Ltd answer the phone as HM Passport Office, as they are answering on behalf of HM Passport Office. It would be confusing to the customer if they answered a call to the Passport Adviceline in any other way. Any additions would be unnecessary and would add to average call length, adding to HM Passport Office contract costs.</p>
6. Please confirm where Teleperformance Ltd a company which harvests Data where all Data is stored?
<p>For security reasons, we do not divulge information relating to data security and storage and withhold information under s24 of FOIA.</p> <p>I am able to tell you we ensure that contractual standards are met at all times in respect of data security and integrity, including meeting relevant Government standards.</p>

7. Please explain how the French Company TLS contact part of Teleperformance Ltd is the Commercial Partner of UK Visas and Immigration, part of the UK government.
Please see the Contract Award Notice for Teleperformance Ltd, which provides details of the contract for Next Generation of Visa (NGOV) Services - International:
https://www.contractsfinder.service.gov.uk/Notice/b4e4bd1a-4ca7-4bdc-a1fa-c24c46031946?p=@FQxUIRRPT0=NjJNT08=U
For completeness, the Contract Award Notice for Home Office Contact Centre Services which Teleperformance provides can be found using the following link:
https://www.contractsfinder.service.gov.uk/Notice/d7f296d3-21e5-45da-b3cb-0a47799bbb88?origin=SearchResults&p=1
8. How long is the Contract with Teleperformance Ltd for?
Please see the Contract Award Notice for Teleperformance Ltd, which provides details of the contract for Next Generation of Visa (NGOV) Services - International:
https://www.contractsfinder.service.gov.uk/Notice/b4e4bd1a-4ca7-4bdc-a1fa-c24c46031946?p=@FQxUIRRPT0=NjJNT08=U
The Contract Award Notice for Home Office Contact Centre Services which Teleperformance provides can be found using the following link:
https://www.contractsfinder.service.gov.uk/Notice/d7f296d3-21e5-45da-b3cb-0a47799bbb88?origin=SearchResults&p=1
9. What is the total cost of employing Teleperformance Ltd?
Please see the Contract Award Notice for Teleperformance Ltd, which provides details of the contract for Next Generation of Visa (NGOV) Services - International:
https://www.contractsfinder.service.gov.uk/Notice/b4e4bd1a-4ca7-4bdc-a1fa-c24c46031946?p=@FQxUIRRPT0=NjJNT08=U
For completeness, the Contract Award Notice for Home Office Contact Centre Services which Teleperformance provides can be found using the following link:
https://www.contractsfinder.service.gov.uk/Notice/d7f296d3-21e5-45da-b3cb-0a47799bbb88?origin=SearchResults&p=1

Annex B

Freedom of Information request from B Marley (reference 58532)

Information requested

Please explain fully what accesses Teleperformance Ltd has to private information about the Agent of the legal name of the Registered Organisation?

When Teleperformance Ltd staff entering information on a server at HM Passport Office who's server is the information registered on?

Please confirm where Teleperformance Ltd a company which harvests Data where all Data is stored?

Response

The information is exempt from disclosure under section 24.1 National Security, of the FOIA. These provide that information can be withheld where information which does not fall within section 23(1) is exempt information if exemption from section 1(1)(b) is required for the purpose of safeguarding national security, and the public interest falls in favour of maintaining the exemption.

Public interest test in relation to section 24

Some of the exemptions in the FOIA, referred to as 'qualified' exemptions, are subject to a public interest test (PIT). This test is used to balance the public interest in disclosure against the public interest in maintaining the exemption. We must carry out a PIT where we are considering using any of the qualified exemptions in response to a request for information.

The 'public interest' is not necessarily the same as what interests the public. In carrying out a PIT we consider the greater good or benefit to the community as a whole if the information is released or not. Transparency and the 'right to know' must be balanced against the need to enable effective government and to serve the best interests of the public.

The FOIA is 'applicant blind'. This means that we cannot, and do not, ask about the motives of anyone who asks for information. In providing a response to one person, we are expressing a willingness to provide the same response to anyone, including those who might represent a threat to the UK.

Considerations in favour of disclosing the information

There is a general public interest in openness and transparency in government, which will serve to increase public trust. There is a public interest in members of the public being able to understand where Home Office or its Suppliers hold data relating to operations and services provided.

Considerations in favour maintaining the exemption

Against this there is a very strong public interest in safeguarding national security. It is important that this sensitive information is protected, as disclosure of information about location of data storage centres would damage national security. Any disclosure that would prejudice national security would be contrary to the public interest.

Conclusion

We conclude that the balance of the public interest lies in maintaining the exemption and withholding the information.