

**Corporate and Commercial
Director: Sarah Ireland**

Your Ref: F1343

Enquiries to: Sue Gregory-Johnson

29 October 2019



Guildhall
Kingston upon Thames
Surrey KT1 1EU

: 020 8547 5212

Website: www.kingston.gov.uk

Dear Mr Sanders

Re: Request for information under the Freedom of Information Act 2000

Your request for information under the Freedom of Information Act 2000 has now been considered and after consulting with my colleagues, I am able to provide you with the information you requested below:

Do you currently record details of visitors attending your council offices?

Visitors received in Guildhall 2 are managed at the reception desk which is staffed by the Contact Centre. Visitors to the main Guildhall have to sign in during the day, however they are generally not asked to sign in for evening events including Council Committees.

What details do you record? E.g. name, company name, who they're visiting, etc.

We ask for the visitors name, company name, and who they are visiting.

Do you do this electronically or on paper?

This is paper based.

How long are the details kept?

Once they have completed their visit and have returned their pass to reception, it is disposed of in a confidential waste bin.

Is your method of visitor recording GDPR compliant?

Yes, see above

How much per annum does the visitor recording method you use cost the council?

The visitor recording method is managed by our TFPM (Total Facilities Property Management) Contractor ENGIE on behalf of the Council.

Do you currently record details of staff attending your council offices?

Yes

What details do you record? E.g. name, employee number, job title, etc.

A pass is issued which has the employee's first name/surname, and directorate they work in

Do you do this electronically or on paper?

Electronically

How long are the details kept?

For as long as the member of staff is an employee

Is your method of visitor recording GDPR compliant?

Yes, staff passes are produced on a password protected stand-alone ID card system managed by ENGIE

How much per annum does the staff recording method you use cost the council?

The ID card system is managed by our TFPM (Total Facilities Property Management) Contractor ENGIE on behalf of the Council.

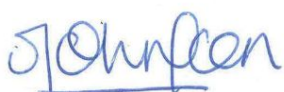
Further information about the Freedom of Information Act 2000 is available from the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane, Wilmslow
Cheshire, SK9 5AF
Telephone: 01625 545 700
Website: <http://www.ico.org.uk/>

You can make future requests for information under the Freedom of Information Act 2000 on our website using the following link:

http://www.kingston.gov.uk/info/200278/freedom_of_information/716/form_make_a_freedom_of_information_foi_request

Yours sincerely,



Sue Gregory-Johnson
Corporate Head - Contracts (acting)



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If this letter is not clear, please post it to: FREEPOST RBK BETTER LETTERS or ring 020 8547 5000.