

Elton Sanders  
Email: request-582015-  
1b7a084f@whatdotheyknow.com

Our Ref : JDJ/FOI/322/19  
Your Ref :  
Date : 13 June 2019  
Ask For : Joan Jones  
Ext : 1601  
Email : [joan.jones@ambervalley.gov.uk](mailto:joan.jones@ambervalley.gov.uk)

Dear Mr Sanders

### **Freedom of Information Act 2000 – Request for Information**

Thank you for your email received 10 June 2019 requesting the following information:-

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

If so...

- 2.What details do you record? E.g. name, company name, who they're visiting, etc.
- 3.Do you do this electronically or on paper?
- 4.How long are the details kept?
- 5.Is your method of visitor recording GDPR compliant?
- 6.How much per annum does the visitor recording method you use cost the council?

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

If so...

- 8.What details do you record? E.g. name, employee number, job title, etc.
- 9.Do you do this electronically or on paper?
- 10.How long are the details kept?
- 11.Is your method of visitor recording GDPR compliant?
- 12.How much per annum does the staff recording method you use cost the council?”

### **Our obligation**

The Council is treating your request as having been made under the Freedom of Information Act 2000 (the “Act”).

When dealing with requests for information, the Council's obligations include:

- (1) confirming or denying whether it holds information of the description specified in the request; and
- (2) Communicating the information requested to the applicant. You should note that this is effectively a decision that the information can be released into the public domain and not simply to the specific applicant.

Under the Act, the Council is required to release any information that it holds to you unless an exemption applies.

### **Response to your request**

I confirm that the information requested is held and can give you the following: -

1. Yes -required for fire regulation Procedures.
2. Name, Company (if applicable), Person they are visiting, Time In & Out of building & Allocated badge number.
3. Paper
4. All records are kept for approximately one year then destroyed.
5. Yes
6. 2 x visitor books purchased £20 each = £40 these will last approximately 6/8 years = £5 per annum
7. Details of staff attending the Council offices are captured by Protime, the Council's Time and Attendance System.
8. As well as the system giving access to the building, the following details are recorded by the system: Name, Job Title, Department, Start Date, Working Pattern, Annual Leave allocation and recording, Annual Leave request and authorisation, Absence recording.
9. Electronically
10. Indefinitely
11. Yes
12. Approximately £4,000 per annum.

If you are dissatisfied with the handling of your request, you may ask the Council for an internal review of the decision within 20 working days. Someone other than the person who took the initial decision will conduct the internal review. Requests for an internal review should be addressed to the Civic Links and FOI Officer at the above address. If, following the internal review, you are still not happy with the outcome; you have the right of appeal to the Information Commissioner at:

Information Commissioner's Office  
Wycliff House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
Tel: 01625 545 745  
Fax: 01625 524 510  
Email: [mail@ico.gsi.gov.uk](mailto:mail@ico.gsi.gov.uk)

If you have any further queries, please contact me either in writing at the above address or by telephone on 01773 841601 and quote your ID No 322/19.

To help us to improve the quality of our responses to future Freedom of Information requests, any feedback you may have on this response would be appreciated. A copy of the Council's Customer Comments leaflet is attached to assist you.

Yours sincerely

Joan D Jones (Mrs)  
Civic Links & FOI Officer