

**Data Protection Act 1998  
Undertaking follow-up**

**Cardiff City Council  
ICO Reference: ENF0463935**

On 7<sup>th</sup> March 2014 the Information Commissioner's Office (ICO) conducted a follow-up assessment of the actions taken by Cardiff City Council in relation to the undertaking it signed on 9<sup>th</sup> August 2013.

The objective of the follow-up is to provide the ICO with a level of assurance that the agreed undertaking requirements have been appropriately implemented. We believe that appropriate implementation of the undertaking requirements will mitigate the identified risks and support compliance with the Data Protection Act 1998.

The follow-up assessment consisted of a desk-based review of the documentary evidence that Cardiff City Council supplied to demonstrate the action it had taken in respect of the undertaking requirements. This included Subject Access Request related policies, training material and training strategy as well as training records.

The review demonstrated that Cardiff City Council has taken appropriate steps and put plans in place to address some of the requirements of the undertaking, however further work needs to be completed by Cardiff City Council to fully address the agreed actions.

In particular Cardiff City Council confirmed that it has taken the following steps:

- Policies and procedures relating to the handling of subject access requests (SARs) have been established including A Data Protection Act Requests for Information Policy, CCTV policy and Data Protection Policy and Procedure. These have owners, review dates, are version controlled and have been communicated to staff through publication on the Council's intranet and provision of associated training.
- Specialised training has been provided to staff with responsibility for handling SARs.
- Staff within the Corporate Improvement & Information Team maintain a database of SARs which are received.
- SAR compliance information is regularly reported to senior management.
- A quality assurance process is now in place to ensure that third-party data is dealt with in accordance with the Act's requirements and Cardiff City Council's policies and procedures before SAR responses are issued.

However Cardiff City Council should take further action:

- Ensure that the new EDRM system roll out addresses the undertaking stipulation that improvements are made to the systems and measures governing the storage of paper records to ensure that subject access requests are responded to in an appropriate and timely manner

Date Issued: 7<sup>th</sup> March 2014.

***The matters arising in this report are only those that came to our attention during the course of the follow up and are not necessarily a comprehensive statement of all the areas requiring improvement.***

***The responsibility for ensuring that there are adequate risk management, governance and internal control arrangements in place rests with the management of Cardiff City Council.***

***We take all reasonable care to ensure that our Undertaking follow up report is fair and accurate but cannot accept any liability to any person or organisation, including any third party, for any loss or damage suffered or costs incurred by it arising out of, or in connection with, the use of this report, however such loss or damage is caused. We cannot accept liability for loss occasioned to any person or organisation, including any third party, acting or refraining from acting as a result of any information contained in this report.***