

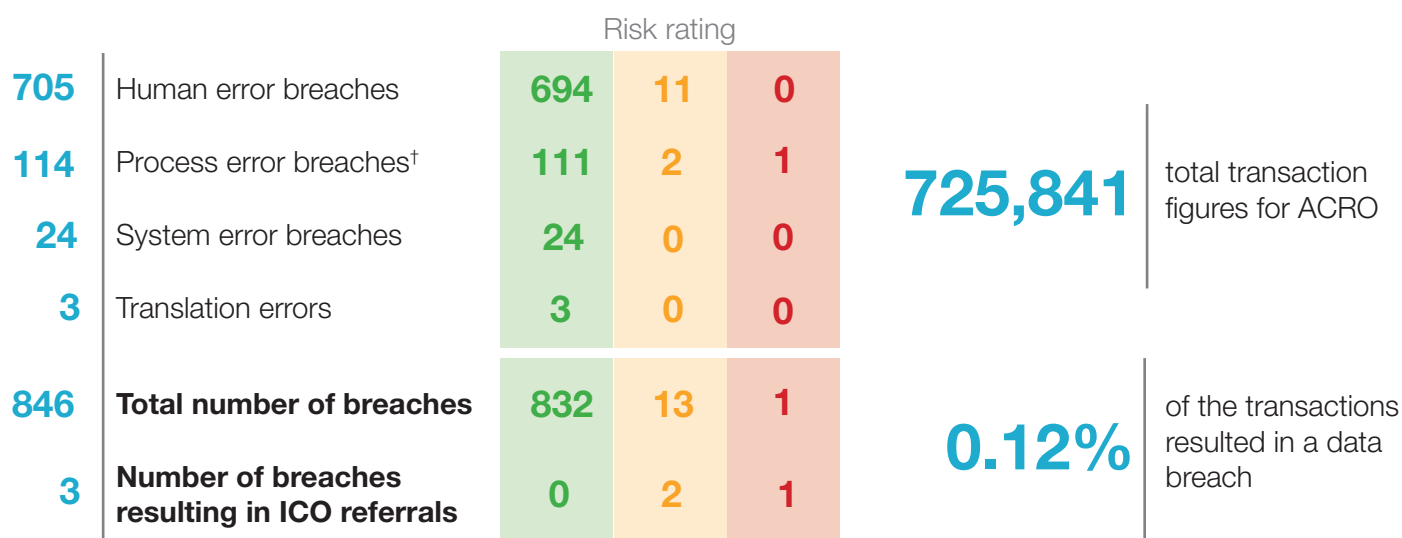
Responsible information management

Information management is a key principle within ACRO. We track and manage the cause of data breaches closely to ensure we are making continuous improvements to our processes and training. Of the 725,841 transactions across ACRO business areas in 2020/21, 0.12% resulted in a data breach. This amounts to 846 data breaches.

All data breaches are risk rated for the safety and wellbeing of the public and to ensure any impact on individuals is minimised. Of the 846 breaches, 832 were rated as low risk, 12 as medium risk, and two were rated high risk. All medium and high risk breaches undergo further analysis to ensure we meet our obligations to data subjects, and therefore we have self-referred three internal breaches, and a further two externally caused, to the Information Commissioner's Office (ICO).

To date, all referrals to the ICO have resulted in no further action. All guidance and feedback received in response to referrals is reviewed for methods of implementation. This has included a training gap analysis which formed the basis of additional training for staff members in relation to third party and intelligence data. This was rolled out across our National Disclosures Unit and supported a change to the information disclosed from PNC, in line with the National Subjects Rights Group/Board.

We continue to share learning throughout the organisation across various channels to reach staff in all roles. We know that trusted, accurate and secure data management is a collective responsibility.



[†]included process change errors

Public access to information

Record deletion

We received 2,288 requests from the public to have their criminal records deleted, an increase of 2% from last year.

We co-ordinate this process on behalf of police forces throughout England and Wales. We sent 1,781 requests to the relevant police force for review; 1,443 for which we have received decisions these are broken down as follows:

- 790 approved
- 623 rejected
- 30 part approved

The remaining 338 are with forces awaiting a decision.

Subject access applications

