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## Information Sharing Agreement

Between

**National Police Chiefs' Council  
ACRO Criminal Records Office**

And

**Social Care Wales**

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ACRO Criminal Records Office



**ACRO Criminal Records Office**

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## Summary Sheet

<b>Freedom of Information Act Publication Scheme</b>	
<b>Security Classification (GSC)</b>	OFFICIAL
<b>Publication Scheme Y/N</b>	Yes
<b>Title</b>	A purpose specific Information Sharing Agreement between ACRO Criminal Records Office (ACRO), acting on behalf of the National Police Chiefs' Council (NPCC), and Social Care Wales (SCW).
<b>Version</b>	V1.0
<b>Summary</b>	This Information Sharing Agreement (hereafter referred to as the Agreement) formalises the arrangements for the ACRO Criminal Records Office (ACRO), acting on behalf of the National Police Chiefs' Council (NPCC), to provide Social Care Wales (SCW) with access to relevant information held on the Police National Computer (PNC), specifically convictions, cautions, reprimands and final warnings for regulatory purposes in instances to investigate fitness to practice for registered social care workers in Wales as required by SCW for recordable and non-recordable offences. In addition, this Agreement allows for requests to be made for criminal convictions held outside of the UK.
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**Version control**

<b>Version No.</b>	<b>Date</b>	<b>Amendments Made</b>	<b>Authorisation</b>
0.1	11/12/2018	First draft of ISA for DPO review	JD, ACRO
0.2	23/01/2019	Addition of personal data disclosed in PNC print	JD, ACRO
1.0	09/04/2019	Final version for signature	JD, ACRO

## **1. Partners to the agreement**

### 1.1. ACRO Criminal Records Office

PO Box 481  
Fareham  
PO14 9FS

### 1.2. Social Care Wales

South Gate House  
Wood Street  
Cardiff  
CF10 1EW  
ICO Registration Number: Z5768569

## **2. Purpose and background of the agreement**

### **2.1. Purpose**

2.1.1. The purpose of this Agreement is to formalise the arrangements for the ACRO Criminal Records Office (ACRO), acting on behalf of the National Police Chiefs' Council (NPCC), to provide Social Care Wales (SCW) with access to relevant information held on the Police National Computer (PNC), specifically convictions, cautions, reprimands and final warnings for regulatory purposes in instances to investigate fitness to practice for registered social care workers in Wales as required by SCW for recordable and non-recordable offences. In addition, this Agreement allows for requests to be made for criminal convictions held outside of the UK.

2.1.2. In addition, this Agreement formalises the arrangements for SCW to request criminal conviction information held outside of the UK via ACRO.

2.1.3. This Agreement will be used to assist in ensuring that:

- Information is shared in a secure, confidential manner with designated points of contact
- Information is shared only on a 'need to know' basis
- There are clear procedures to be followed with regard to information sharing
- Information will only be used for the reason(s) it has been obtained
- Data quality is maintained and errors are rectified without undue delay
- Lawful and necessary reuse does not compromise either party, and
- Subject information rights are observed without undue prejudice to the lawful purpose of either party

### **2.2. Background**

2.2.1. ACRO is a national police unit under the NPCC working for safer communities. ACRO provides access to information held on the PNC to support the criminal justice work of some non-police prosecuting agencies; and assist safeguarding processes conducted by relevant agencies.

2.2.2. ACRO is the national police unit responsible for exchanging criminal conviction information between the UK and other countries.

2.2.3. SCW aim is to make a positive difference to social care in Wales. SCW purpose is to build confidence in the workforce, and lead and support improvement in social care.

2.2.4. SCW keep a register of people who have shown they are suitable to work in social care in Wales. The fitness to practise team's work involves looking at whether a Registered Person is fit to practise. They regulate the people on the

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register and make sure they have the skills, knowledge and character to practise safely and effectively.



### 3. Powers

#### 3.1. Social Care Wales legal basis

3.1.1. SCW carries out regulatory and safeguarding activity outside of the law enforcement purpose in order to ensure those on the register of social care workers in Wales are fit to practise.

3.1.2. Section 83(2)(b) of the Regulation and Inspection of Social Care (Wales) Act 2016 ('the Act') sets out that applicants to the register must satisfy to SCW that their fitness to practise is not impaired. Section 117(1)(f) of the Act sets out that a person's fitness to practise may be regarded as impaired if they have a conviction or caution.

3.1.3. In order to investigate and assess the risk that a Registered Person may pose to the public, access to information about convictions and cautions would assist in making reasoned decisions that will stand up to scrutiny. Section 160 of the Act sets out and qualifies SCW's power to request information in relation to their statutory functions.

3.1.4. Article 10 of the General Data Protection Regulations (GDPR) requires that processing of personal data relating to criminal convictions and offences or related security measures based on Article 6(1) (GDPR) shall be carried out only:

- Under the control of official authority or,
- When the processing is authorised by law providing for appropriate safeguards for the rights and freedoms of data subjects.

3.1.5. SCW's authority under law is agreed as a clear and foreseeable application of the statutory function described above.

3.1.6. The processing of these data meets a condition of Article 6(1) of GDPR. Conditions under 6(1)(e) are further described at section 8 of the Data Protection Act (DPA) 2018. The condition met is:

- Performance of a public task in the public interest, or by official authority:
  - The exercise of a function conferred on a person by an enactment or rule of law.

3.1.7. The processing of special category data meets a condition of Article 9. Article 9(2)(b),(g),(h),(i) and (j) are met by conditions in schedule 1 parts 1 and 2 of DPA 2018. Article 10 is also met if a condition in schedule 1 is met. These schedule conditions are applied to GDPR by section 10 of the DPA 2018. The conditions used for this agreement are:

Schedule 1 Part 2: Article 9(2)(g), Article 10

- 6. Statutory, common law, functions of government

- 10. Preventing/detecting unlawful acts
- 11. Protecting public against dishonesty, etc.
- 12. Regulatory activity re: unlawful acts, dishonesty
- 18. Safeguarding children and adults at risk
- 26. Publication of legal judgements

### **3.2. ACRO Legal Basis**

3.2.1. Section 22A of the Police Act 1996 enables police forces to discharge functions of officers and staff where it is in the interests of efficiency or effectiveness of their own and other police force areas. Schedule 7 paragraph 17 of the DPA 2018 establishes bodies created under section 22A of the Police Act 1996 as Competent Authorities.

3.2.2. ACRO is established through the National Police Collaboration Agreement relating to the ACRO Criminal Records Office (ACRO) under section 22A of the Police Act 1996. This agreement gives ACRO the authority to act on behalf of the chief constables to provide PNC enquiry, update and disclosure services to non-police agencies and non-police prosecuting agencies.

3.2.3. ACRO have been delegated responsibility for managing the UK Central Authority for the Exchange of Criminal Records. As such, ACRO discharge the UK's responsibilities under EU Council Decisions 2009/315/JHA on the exchange of information extracted from the criminal record and 2009/316/JHA European Criminal Record Information System (ECRIS) plus EU Framework Decision 93.

3.2.4. ACRO also exchange conviction information with countries outside of the EU via Interpol channels.

### **3.3. Code of Practice for the Management of Police Information**

3.3.1. This agreement outlines the need for the Police and Partners to work together to share information in line with the Policing Purposes as set out in the Management of Police Information Code of Practice. In line with section 39A of the Police Act 1996, Chief Officers are required to give "due regard" to this statutory code. The Policing Purposes summarise the statutory and common law duties of the police service for which personal data may be processed and are described as:

- Protecting life and property;
- Preserving order;
- Preventing the commission of offences;
- Bringing offender to justice, and
- Any duty or responsibility arising from common or statute law.

### **3.4. Human Rights Act 1998**

3.4.1. Under Article 8 of the Human Rights Act 1998, all data subjects have a right to respect for their private and family life, home and correspondence.

3.4.2. Interference with this right may be justified when lawful and necessary in a democratic society in the interests of national security, public safety or the economic well-being of the country, for the prevention of disorder or crime, for the protection of health or morals, or for the protection of the rights and freedoms of others. Lawful intrusion by the police service requires proportionate use of personal data for any of the policing purposes.

### **3.5. Common law duty of confidence**

3.5.1. This Agreement takes into account the common law duty of confidentiality which applies where information has a necessary quality of confidence or where information is imparted in circumstances giving rise to an obligation of confidence that is either explicit or implied. Where the duty applies, disclosure is justified only by:

- consent
- a legal duty
- a public interest or for the safeguarding of one or more people.

## 4. Process

### 4.1. Overview

4.1.1. ACRO, in response to requests made by SCW, will conduct PNC searches and provide a PNC print to meet the information needs of SCW.

4.1.2. The PNC data will comprise of:

- A Disclosure PNC print. Personal data disclosed will include (if available): name, date of birth, birth place, sex (not colour), address, occupation, aliases (including DVLA name) and alias date of births.

4.1.3. In the event that no convictions are found on the PNC or the subject of the enquiry is 'No Trace', a response stating 'no relevant information held on PNC in relation to the subject of your enquiry' will be sent to SCW. This response will also indicate that in the absence of fingerprints the identity of the subject cannot be verified. Similar wording will apply to 'Trace' returns i.e. when a record is found and a PNC print provided.

4.1.4. The SCW caseworker will review all referred information and may ask for additional information to aid decision making.

### 4.2. PNC Searches

4.2.1. Requests for a PNC search are to be made by SCW on a 'Names Enquiry' form which will be supplied by ACRO separately.

4.2.2. The following personal data<sup>1</sup> is to be provided in support of each request:

- First name
- Any middle names
- Surname /family name
- Date of Birth (dd/mm/yyyy)
- Any alias details (names, DoB)
- Place of birth (where known)
- Address
- SCW case reference

### 4.3. Additional Information Requirements

4.3.1. Other personal data which the SCW caseworker may be aware of e.g. National Insurance Number, passport or driving licence number etc. can be provided to aid identification. This additional information will be used to confirm identity and is of particular value where the name or other personal details are identical on the PNC.

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<sup>1</sup> Personal data is defined by Data Protection Legislation as information that relates to an identified or identifiable individual.

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- 4.3.2. It is not necessary to obtain the additional information as a matter of course particularly if it is not currently recorded as part of the SCW normal administrative procedures.
- 4.3.3. If required, ACRO will seek additional information from SCW to verify the identity of the subject of the request via the following secure SCW mailbox:  
\*\*\*\*
- 4.3.4. No other mailbox is to be used unless this Agreement is updated to reflect a change of 'nominated' point of contact for SCW.
- 4.3.5. Where appropriate, SCW will make contact with the subject of the enquiry to seek the additional information required by ACRO.

## **5. Submission**

### **5.1. Names Enquiry Forms**

5.1.1. Completed 'Names Enquiry' forms are to be sent via secure email to the following email address:

\*\*\*\*

5.1.2. Erroneous/incomplete 'Names Enquiry' forms will not be processed. They will be returned to SCW as invalid and a reason provided.

### **5.2. Telephone Requests**

5.2.1. Requests may be made by telephone in cases of emergency and 'Names Enquiry' form submitted retrospectively. Such requests can only be made by a limited number of SCW staff.

## **6. Provision of Information**

### **6.1. Response to a PNC Names Enquiry Search**

6.1.1. In response to a formal application, written or verbal, ACRO will provide SCW with the following information derived from the PNC in response to applications made in accordance with this Agreement:

- All convictions, cautions, warnings and reprimands.
- Additional information as deemed relevant by ACRO where there is a pressing social need to do so (via a Force Disclosure Unit as appropriate).

6.1.2. It should be noted that the service provided under this Agreement only covers the provision of certain PNC prints depending on the request submitted by SCW. The content of a typical Disclosure Print will be supplied by ACRO separately.

6.1.3. If SCW has a secondary query or wish to follow-up on the PNC information provided, a formal request is to be made through the nominated ACRO mailbox: \*\*\*\*

6.1.4. SCW will need to liaise directly with forces to obtain further explanation of specific information regarding the offending revealed in the prints provided under this Agreement or to gain access to statements, interviews under caution etc. relating to any previous offending. Forces may apply their own charges in respect of any information they disclose.

## **7. International Requests**

### **7.1. Process**

7.1.1. If the subject of a fitness to practise proceeding is a foreign national, a request may be made via the International Criminal Conviction Exchange at ACRO to

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obtain, if available, details of the subject's conviction history in his/her country of nationality.

7.1.2. The purpose of this process is to enable the subject's full criminal history to be made available in order to effectively assess the individual's eligibility to engage in social care activity in Wales.

7.1.3. ACRO can submit requests to EU and Non-EU countries for criminal conviction information. The process of this is detailed in sections 8.2–8.4. Particular attention should be paid to section 8.3, and the instances ACRO will be able to accept requests under once the UK leave the European Union.

7.1.4. Requests should be made using the International Request form which will be supplied by ACRO separately; and sent, one request per email, from the nominated SCW mailbox to the ACRO International Requests Mailbox: \*\*\*\*. Erroneous or incomplete forms may delay the processing of the request.

7.1.5. ACRO will forward the request to the relevant national authority/authorities for a response as per the instances set out in section 8.2-8.4.

7.1.6. Requests may be rejected if there is insufficient information to enable the receiving country to verify the identity of the subject, or if the mandatory nominal information is not supplied. Guidance on the required information will be sent to SCW separately, and ACRO will send updated copies if this information changes.

7.1.7. Once a response has been received from the country of nationality, ACRO shall forward the conviction/non-conviction information, including any necessary translation, to the nominated SCW mailbox. If this mailbox is not .pnn, .gsi or .cjsm secure, then additional security measures must be applied appropriate to the information to be disclosed.

### **7.2. Exchange of Criminal Records within the EU – Under EU Framework Decision 2009/315/JHA**

7.2.1. If the subject is an EU national, then ACRO shall deal with the request under Council Framework Decision 2009/315/JHA.

7.2.2. There is a mandated response time of 10 working days for the requested country to respond.

7.2.3. ACRO shall forward the information as soon as possible after it has been received from the requesting country and any necessary translation has taken place.

7.2.4. Requests made outside of criminal proceedings may not be responded to, and are subject to legislation and processes in the requesting country. Guidance on

which countries will respond to requests outside of criminal proceedings will be provided to SCW by ACRO.

### **7.3. Exchange of Criminal Records within the EU – Post Brexit**

- 7.3.1. Once the UK ceases to be a member of the EU, the UK's ability to exchange criminal conviction information under Council Framework Decision 2009/315/JHA will also conclude. The exact arrangement of how long the UK are able to exchange under this legislation are dependent on the outcome of the Ministerial vote of the Brexit deal.
- 7.3.2. If the UK leave the EU with a Brexit deal, then ACRO will be able to process all requests for criminal conviction information under Framework Decision 2009/315/JHA until the end of the transition period as per section 8.2.
- 7.3.3. If the UK leave the EU without a Brexit deal, then ACRO will only be able to process requests for criminal conviction information under Framework Decision 2009/315/JHA until the date the UK leaves the EU.
- 7.3.4. Once the UK are no longer able to exchange criminal conviction information under Framework Decision 2009/315/JHA, exchange protocols with EU countries will revert to the 1959 Convention for Mutual Assistance in Criminal Matters.
- 7.3.5. Submission of requests to ACRO are expected to stay the same under the 1959 Convention, however there is no obligation for a country to respond under this legislation and no timescales for responses are set.
- 7.3.6. Requests made outside of criminal proceedings for EU countries are not covered under the 1959 Convention and therefore ACRO will be unable to process these.

### **7.4. Exchange of Criminal Records with Non-EU Countries**

- 7.4.1. If the subject is a non-EU national, a request shall be submitted through Interpol to the destination country.
- 7.4.2. Under Interpol protocols, countries are not mandated to respond to requests for criminal conviction information. Therefore ACRO are unable to provide a turnaround time for responses.
- 7.4.3. ACRO shall forward the information as soon as possible after it has been received from the requesting country and any necessary translation has taken place.

### **7.5. Specific Data Handling Requirements**

- 7.5.1. Any conviction information that is supplied by ACRO with regards to foreign convictions cannot be held on any system outside of ACRO/SCW ownership (such as local information systems) and can only be used for the purposes (i.e. the specific case) for which it was requested.



## **8. Information Security**

### **8.1. Government Security Classification Policy**

8.1.1. Parties to this Agreement are to ensure that personal data is handled, stored and processed at OFFICIAL level as defined by the Government Security Classification Policy (GSCP) and may carry the security marking OFFICIAL – SENSITIVE, in which case specific handling conditions will be provided.

8.1.2. Documents marked using GSCP will describe specific handling conditions to mitigate the risks necessitating such marking. These may include:

- Any specific limitations on dissemination, circulation or intended audience
- Any expectation to consult should reuse be anticipated
- Additional secure handling and disposal requirements

### **8.2. Security Standards**

8.2.1. It is expected that partners of this agreement will have in place baseline security measures compliant with or be equivalent to BS17799: 2005 and ISO/IEC 27001:2013 and HMG standards in relation to information security. Partners are at liberty to request copies of each other's:

- Information Security Policy
- Records Management Policy
- Data Protection Policy

8.2.2. Each partner will implement and maintain appropriate technical and organisational measures to protect personal data against unauthorised or unlawful processing and against accidental loss or destruction of, or damage.

8.2.3. Each partner will ensure that employees or agents who have access to personal data have undergone appropriate Data Protection training to be competent to comply with the terms of this agreement.

### **8.3. Volumes**

8.3.1. Is it estimated that for the year 2019, SCW will request c40 PNC checks.

8.3.2. SCW will advise ACRO if the number of PNC checks is likely to be exceeded.

8.3.3. ACRO will audit requests against the lawful basis and these volumes to ensure that personal data is not being disclosed contrary to the lawful basis and that the agreement is fit to meet any increase in lawful demand.

### **8.4. Transmission**

8.4.1. With the exception of telephone requests in cases of emergency, contact between ACRO and SCW should only be made over a secure communication network and care must be taken where personal information is shared or discussed.

8.4.2. Emails must not be password protected, contain personal data or contain the descriptor 'Private and Confidential' in subject field, or be over 6MB in file size.

8.4.3. The SCW reference number must be included in the subject field of every email sent to ACRO.

8.4.4. Where email transmission is unavailable, records may be transferred by post via encrypted media only, where encryption meets current industry standards.

#### **8.5. Retention and disposal**

8.5.1. Information shared under this Agreement will be securely stored and disposed by secure means when no longer required for the purpose for which it is provided as per each parties Information Security Policy, unless otherwise agreed in a specific case, and legally permitted. Each party will determine and maintain their own retention schedule.

## **9. Information Management**

### **9.1. Accuracy of Personal Data**

9.1.1. The parties will take every reasonable step to ensure that personal data that is inaccurate, having regard to the purpose for which it is processed, is erased or rectified without delay and will notify the partners to this agreement of the erasure or rectification.

9.1.2. Where a partner rectifies personal data, it must notify any competent authority from which the inaccurate personal data originated, and should notify any other data controller of the correction, unless a compelling reason for not doing so exists.

9.1.3. It is the responsibility of all parties to ensure that the information is of sufficient quality for its intended purpose, bearing in mind accuracy, validity, reliability, timeliness, relevance and completeness.

### **9.2. Accuracy Disputes**

9.2.1. Should the validity of the information disclosed be disputed by SCW or a third party, SCW will contact ACRO to determine a suitable method to resolve the dispute.

### **9.3. Turnaround**

9.3.1. This Agreement requires a seven working day turnaround on all cases submitted to ACRO except where ACRO requires further information from SCW to make a positive match. In these circumstances, ACRO will process the enquiry when the required information has been supplied by SCW.

9.3.2. Responses to requests for additional information must be made by SCW within ten working days. If ACRO do not receive the information, the request will be closed.

9.3.3. Information will be exchanged without undue delay. In the event of a delay outside of either party's control, this will be informed to the other party as soon as practical.

9.3.4. An exception to the seven working day turnaround are those occasions where the conviction data is held on microfiche in the national police microfiche library at Hendon. In these cases, ACRO will provide a response when the required information has been supplied by the custodians of the microfiche.

9.3.5. In some circumstances SCW may require information urgently, for example, due to ongoing court proceedings. In these circumstances ACRO will endeavour to complete the check more quickly as agreed with SCW. Such requests will be treated as an exception, and will be considered on a case by case basis.

**9.4. Quality Assurance and Control**

9.4.1. ACRO employ strict quality control procedures and staff undertaking this work are all appropriately trained.

9.4.2. On a monthly basis ACRO can, if required, provide regular management information to SCW including:

- Number of PNC 'Names Enquiry' forms received
- Number of PNC Disclosure Prints provided
- Details of any cases that fall outside agreed 'Service Levels'
- Number of issues and/or disputes

## **10. Complaints and Breaches**

### **10.1. Complaints**

10.1.1. Complaints from data subjects, or their representatives, regarding information held by any of the parties to this agreement will be investigated first by the organisation receiving the complaint. Each data controller will consult with other parties where appropriate.

### **10.2. Breaches**

10.2.1. Should information shared under this agreement be disclosed outside of this agreement, lost or stolen, then it will be the responsibility of the respective data controller to report this immediately and to follow their security incident reporting procedures.

10.2.2. All security incidents and breaches involving police data shared under this agreement must be reported immediately to the SPOCs designated in this agreement.

## **11. Information Rights**

### **11.1. Freedom of Information Act 2000**

11.1.1. Where a party to this agreement is subject to the requirements of the Freedom of Information Act 2000 (FOIA) and the Environmental Information Regulations 2004 (EIR) all parties shall assist and co-operate with the other to enable the other party to comply with its obligations under FOIA and the EIR. This is in line with the requirements laid out in the Lord Chancellor's Code of Practice issued under section 45 of FOIA.

11.1.2. Where a party receives a request for information in relation to information which it received from another partner, it shall (and shall procure that its sub-contractors shall):

- Contact the other party within two working days after receipt and in any event within two working days of receiving a Request for Information;
- The originating authority will provide all necessary assistance as reasonably requested by the party to enable the other party to respond to a request for Information within the time for compliance set out in Section 10 of the FOIA or Regulation 5 of the EIR.

11.1.3. On receipt of a request made under the provisions of the FOIA in respect of information provided by or relating to the information provided by ACRO, SCW representatives is to ascertain whether the NPCC wishes to propose the engagement of any exemptions via the NPCC FOI mailbox:  
[npcc.foi.request@cru.pnn.police.uk](mailto:npcc.foi.request@cru.pnn.police.uk)

11.1.4. The decision as to whether to disclose the information remains with SCW, but will be made with reference to any proposals made by the NPCC.

### **11.2. Data Subject Information Rights**

11.2.1. For the purpose of either party handling information rights under Chapter III of both the DPA 2018 and GDPR, it is necessary to ensure neither party causes prejudice to the lawful activity of the other by releasing personal data disclosed by one party to the other, or indicating by the method or content of their response that such data exists. The parties agree that consultation between the parties is necessary to identify relevant prejudice and ensure it is both substantial and proportionate to the exemption which is to be applied.

11.2.2. A relevant request requiring consultation includes those requests exercised under the rights to access, erasure, rectification, restriction or objection which requires consideration of data provide to one party by the other.

11.2.3. Consultation will occur without undue delay and no later than 72 hours after identification of the relevant request.

11.2.4. Where SCW receives a relevant request, the SCW representative is to contact the NPCC Data Protection Officer at: [data.protection@npcc.pnn.police.uk](mailto:data.protection@npcc.pnn.police.uk) to ascertain whether the NPCC wishes to propose to SCW that they apply any relevant exemptions when responding to the applicant.

11.2.5. Where ACRO receives a relevant request, the NPCC Data Protection Officer is to contact the SCW representatives to ascertain whether SCW wishes to propose to ACRO that they apply any relevant exemptions prior to responding to the applicant.

11.2.6. Both parties will otherwise handle such requests in accordance with the DPA 2018 and the GDPR.

### **11.3. Fair processing and privacy notices**

11.3.1. Each partner will take all reasonable steps to comply with the obligation to notify the data subject of the processing activity, unless an exemption applies.

11.3.2. ACRO will maintain a general notice, describing the mandatory privacy information at Articles 13 and 14 of GDPR and s44(1) and (2) DPA 2018. ACRO will not contact the data subjects directly with this privacy information on the basis that SCW has already taken steps to inform the individual, or has exercised an appropriate exemption to article 13 or 14, or exercised an exemption at s44(4) DPA 2018.

11.3.3. SCW will take all reasonable steps to inform the data subject that checks will be conducted through ACRO, except where doing so would prejudice the purpose of the check in a way which would allow use of an exemption to this obligation. Where SCW does not provide this information to the data subject, ACRO agrees to rely upon the correct use of an exemption by SCW and will not contact the data subject to avoid the same prejudice.

## **12. Reuse of Personal Data Disclosed under this Agreement**

12.1. Personal data shall be collected for the specified, explicit and legitimate purposes stated in this document and cannot be further processed in a manner that is incompatible with those purposes without the written consent of the party that provided the information in the first instance, unless required to by law.

## **13. Roles and responsibilities**

### **13.1. Single point of contact**

13.1.1. ACRO and SCW will designate Single Points of Contact (SPOC) who will work together to jointly solve problems relating to the sharing of information under this Agreement and act as point of first contact in the event of a suspected breach by either party.

- ACRO (UK PNC enquiries):  
ACRO Head of Section  
\*\*\*\*
- ACRO (International requests):  
ACRO Head of Section  
\*\*\*\*
- SCW:  
Fitness to Practice Manager  
\*\*\*\*

13.1.2. Initial contact should be made by email with the subject heading:  
FAO ACRO/SCW ISA SPOC Ref no: XXXX

13.1.3. The above designated SPOCs will have joint responsibility of resolving all day to day operating issues and initiating the escalation process set out if/when necessary.

### **13.2. Escalation**

13.2.1. In the event that the nominated SPOC cannot agree on a course of action or either party appears not to have met the terms and conditions of this Agreement, the matter should initially be referred jointly to the following:

- ACRO:  
PNC Services Deputy Manager  
\*\*\*\*
- SCW:  
Registrar/Assistant Director of Regulation  
\*\*\*\*

13.2.2. Both ACRO and SCW SPOCs have a responsibility to create a file in which relevant information and decisions can be recorded. The file should include details of the data accessed and notes of any correspondence, meeting attended, or phone calls made or received relating to this Agreement.



## **14. Charges**

### **14.1. Price and rates**

14.1.1. SCW shall pay ACRO for the provision of services set out in this Agreement and in line with the 'Letter of Charges' provided to SCW separately and are reviewed annually.

## **15. Review**

### **15.1. Frequency**

15.1.1. This ISA will be reviewed six months after implementation and annually thereafter.

## 16. Signature

### 16.1. Undertaking

16.1.1. By signing this Agreement, all signatories accept responsibility for its execution and agree to ensure that staff for whom they are responsible are trained so that requests for information and the process of sharing is sufficient to meet the purpose of this Agreement.

16.1.2. Signatories must ensure compliance with all relevant legislation.

Signed on behalf of ACRO	Signed on behalf of Social Care Wales
Position Held: CEO of ACRO	Position Held: Chief Executive
Date: 09/04/2019	Date: 04/04/2019