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# ACRO

Criminal Records Office

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## Information Sharing Agreement

Between

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

And

**Home Office Immigration Enforcement (HOIE)**

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ACRO Criminal Records Office



Immigration  
Enforcement

**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>	Information Sharing Agreement between ACRO Criminal Records Office (ACRO) and the Home Office Immigration Enforcement (HOIE).
<b>Version</b>	2.1
<b>Summary</b>	<p>This Information Sharing Agreement (hereafter referred to as the Agreement) formalises the arrangements for ACRO, acting on behalf of UK police forces that are subject to the ACRO section 22A Collaboration Agreement, to provide the Home Office Immigration Enforcement (HOIE) with access to relevant information from international criminal record checks to assess risk at point of visa application by checking criminal records of convicted Pakistani nationals in UK prisons against Pakistani criminal records.</p> <p>Under this Agreement, HOIE can request criminal conviction information held in Pakistan via ACRO when there is a lawful basis to do so.</p>
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<b>Date Issued</b>	11/07/2024
<b>Review date</b>	11/04/2025
<b>Expiry date</b>	11/07/2025
<b>ISA Reference</b>	ACRO/217
<b>Location of Agreement</b>	ACRO ISA Library
<b>ACRO DPIA Reference</b>	DPIA 217

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## Version control

<b>Version No.</b>	<b>Date</b>	<b>Amendments Made</b>	<b>Authorisation</b>
0.1	16/01/2024	First draft created	CB, DO
0.2	16/02/2024	First draft finalised	KG, SDO
0.3	01/03/2024	DPO Review	AAS, DPO
0.4	25/03/2024	DPO Review and sign off	AAS, DPO
0.5	19/04/2024	Comments from SMT	CB, SDO
0.6	01/05/2024	Amendments to ISA	CB, SDO
0.7	07/05/2024	Amendments following DPO review	CB, SDO
0.8	23/05/2024	DPO Review	AAS, DPO
0.9	06/06/2024	JF track changes	CB, SDO
0.10	07/06/2024	Amendments following track changes	CB, SDO
1.0	07/06/2024	Signed by ACRO CEO	CB, SDO
1.1	05/07/2024	Amendments to 5.1.2	GW
1.2	05/07/2024	Signed by ACRO CEO	GW
1.3	09/07/2024	Updates required	GW
1.4	09/07/2024	DPO Review changes	AAS
1.5	11/07/2024	Signed by NPCC lead	CB
1.6	11/07/2024	Signed by ACRO CEO	CB
2.0	16/07/2024	ACRO CEO Changes accepted	CB
2.1	17/07/2024	Resigned by agency	CB

## **1. Parties to the Agreement**

**1.1.** The forces listed below are subject to the ACRO Collaboration Agreement under section 22A of the Police Act 1996 and are Joint Controllers of the data processed by ACRO:

Avon and Somerset Constabulary, Bedfordshire Police, Cambridgeshire Constabulary, Cheshire Constabulary, City of London Police, Cleveland Police, Cumbria Constabulary, Devon & Cornwall Police, Derbyshire Constabulary, Dorset Police, Durham Constabulary, Dyfed-Powys Police, Essex Police, Gloucestershire Constabulary, Greater Manchester Police, Gwent Police, Hampshire & Isle of Wight Constabulary, Hertfordshire Constabulary, Humberside Police, Kent Police, Lancashire Constabulary, Leicestershire Police, Lincolnshire Police, Merseyside Police, Police of the Metropolis, Norfolk Constabulary, North Wales Police, North Yorkshire Police, Northamptonshire Police, Northumbria Police, Nottinghamshire Police, South Wales Police, South Yorkshire Police, Staffordshire Police, Suffolk Constabulary, Surrey Police, Sussex Police, Thames Valley Police, Warwickshire Police, West Mercia Police, West Midlands Police, West Yorkshire Police and Wiltshire Police.

**1.2.** ACRO Criminal Records Office – Processor

PO Box 481

Fareham

PO14 9FS

**1.3.** Home Office Immigration Enforcement (HOIE)

FNO Returns Command – 12th Floor

Lunar House

Wellesley Road

Croydon

CR9 3RR

## 2. Agreed Terms

### 2.1. Interpretation

The following definitions and rules of interpretation apply in this Agreement.

#### 2.1.1. Definitions:

**ACRO:** ACRO Criminal Records Office.

**Agreed Purpose:** has the meaning given to it in clause 3.2 of this Agreement.

**ASN:** Arrest Summons Number.

**Business Day:** a day other than a Saturday, Sunday or public holiday in England when banks in London are open for business.

**Business Hours:** 9:00 am to 5:00 pm Monday to Friday on a day that is not a public holiday.

**CEO:** Chief Executive Officer.

**CPS:** Crown Prosecution Service.

**Criminal Offence Data** is personal data relating to criminal convictions and offences or related security measures and includes personal data relating to the alleged commission of offences by the data subject, or proceedings for an offence committed or alleged to have been committed by the data subject or the disposal of such proceedings, including sentencing. (DPA 2018, section 11(2)).

**Data Protection Legislation:** the General Data Protection Regulation as enacted into English law (**UK GDPR**) as revised and superseded from time to time; the Data Protection Act 2018 (**DPA 2018**); and any other laws and regulations relating to the processing of personal data and privacy which apply to a party and, if applicable, the guidance and codes of practice issued by the relevant data protection or supervisory authority.

**DCC:** Deputy Chief Constable.

**EIR:** Environmental Information Regulations 2004.

**EU:** European Union.

**FOIA:** Freedom of Information Act 2000. Freedom of Information (FOI).

**Forces subject to ACRO s22A Agreement:** Avon and Somerset Constabulary, Bedfordshire Police, Cambridgeshire Constabulary, Cheshire Constabulary, City of London Police, Cleveland Police, Cumbria Constabulary, Devon & Cornwall Police, Derbyshire Constabulary, Dorset Police, Durham Constabulary, Dyfed-Powys Police, Essex Police, Gloucestershire Constabulary, Greater Manchester Police, Gwent Police, Hampshire & Isle of Wight Constabulary, Hertfordshire Constabulary, Humberside Police, Kent Police, Lancashire Constabulary, Leicestershire Police, Lincolnshire Police, Merseyside Police, Police of the Metropolis, Norfolk Constabulary, North Wales Police, North Yorkshire Police, Northamptonshire Police, Northumbria

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Police, Nottinghamshire Police, South Wales Police, South Yorkshire Police, Staffordshire Police, Suffolk Constabulary, Surrey Police, Sussex Police, Thames Valley Police, Warwickshire Police, West Mercia Police, West Midlands Police, West Yorkshire Police and Wiltshire Police

**GSCP:** Government Security Classification Policy.

**HIOWC:** Hampshire & Isle of Wight Constabulary.

**HOIE:** Home Office Immigration Enforcement

**Joint Controllers:** Forces subject to ACRO's s22A Agreement are the Joint Controllers of the data processed by ACRO on their behalf.

**PNC Joint Controllers:** All forces that are subject to the PNC Joint Controllers Agreement.

**MB:** Megabyte (of data).

**NFA:** No Further Action.

**NPA:** Non-Police Agency.

**NPCC:** National Police Chiefs' Council.

**NPPA:** Non-Police Prosecuting Agency.

**OCiP:** Operational Communications in Policing.

**OIC:** Officer in charge of the case.

**Offences:** a breach of a law or rule; an illegal act.

**PACE:** Police and Criminal Evidence Act 1984

**Personal Data** means any information relating to an identified or identifiable natural person ('**data subject**'); an identifiable natural person is one who can be identified, directly or indirectly, in particular by reference to an identifier such as a name, an identification number, location data, an online identifier or to one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of that natural person (UK GDPR, Article 4).

**Personal Data Breach:** a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to the Shared Personal Data.

**PNC:** Police National Computer.

**PND:** Police National Database.

**Processor: ACRO**

**Section 22A Agreement:** An agreement made pursuant to section 22A of the Police Act 1996 (as amended) enables police forces, local policing bodies as defined in that Act and other parties as defined in that Act to make an agreement about the discharge of functions by officers and staff, where it is in the interests of the efficiency or effectiveness of their own and other police

force areas. By entering into this Agreement, the Parties have taken account of the statutory guidance for police collaboration published by the Home Office in October 2012 in exercise of the Home Secretary's power under section 23F of the Police Act 1996, to provide guidance about collaboration agreements and related matters.

**Shared Personal Data:** the personal data to be shared between the parties under clauses 5.1.2 and 5.2.2 of this Agreement.

**SIRO:** Senior Information Risk Owner.

**Special categories of personal data** is data revealing racial or ethnic origin, political opinions, religious or philosophical beliefs, or trade union membership, and the processing of genetic data, biometric data for the purpose of uniquely identifying a natural person, data concerning health or data concerning a natural person's sex life or sexual orientation, processing of which shall be prohibited (UK GDPR, Article 9).

**SPOC:** Single Point of Contact.

**Subject Information Rights:** means the exercise by a data subject of his or her rights under Articles 13 to 22 of the UK GDPR or sections 45 to 49 of the DPA 2018.

**Supervisory Authority:** the Information Commissioner or country equivalent.

**The Agency:** Where this document refers to **The Agency**, this is interpreted as the Non-Police Agency who sign to the services under this Agreement, as detailed at section 1.2. of this Agreement.

**UK:** United Kingdom.

**WinZip:** trialware file archiver and compressor for Microsoft Windows.

**WM:** Wanted Missing report.

- 2.1.2. **Controller, Processor, Data Subject and Personal Data, Special Categories of Personal Data, Processing** and "appropriate technical and organisational measures" shall have the meanings given to them in the Data Protection Legislation.
- 2.1.3. Clause and paragraph headings shall not affect the interpretation of this Agreement.
- 2.1.4. Unless the context otherwise requires, words in the singular shall include the plural and in the plural shall include the singular.
- 2.1.5. A reference to a statute or statutory provision shall include all subordinate legislation made from time to time under that statute or statutory provision.
- 2.1.6. Any words following the terms **including, include, in particular** or **for example** or any similar phrase shall be construed as illustrative and shall not limit the generality of the related general words.

- 2.1.7. A reference to **writing** or **written** includes e-mail.
- 2.1.8. Unless the context otherwise requires the reference to one gender shall include a reference to the other genders.

### **3. Purpose and background of the Agreement**

#### **3.1. Background**

- 3.1.1. ACRO is a national police unit, hosted by Hampshire & Isle of Wight Constabulary (HIOWC), under the National Police Chiefs' Council (NPCC) working for safer communities. ACRO is the national police unit responsible for exchanging criminal conviction information between the United Kingdom (UK) and other countries. ACRO provides access to information held on the PNC to support the criminal justice work of some Non-Police Prosecuting Agencies (NPPAs) and assists safeguarding processes conducted by relevant agencies.
- 3.1.2. Home Office Immigration Enforcement was set up on 1 April 2012. It is responsible for preventing abuse, tracking immigration offenders, and increasing compliance with immigration law. It works with partners such as the police to regulate migration in line with government policy, while supporting economic growth.

#### **3.2. Purpose**

- 3.2.1. This Agreement sets out the framework for the sharing of Personal Data when one Controller discloses Personal Data to another Controller. It defines the principles and procedures that the parties shall adhere to and the responsibilities the parties owe to each other. Immigration Enforcement's vision is to tackle illegal migration, remove those with no right to be here, and protect the vulnerable. HOIE's core missions are to:
- prevent people from entering the UK illegally or becoming non-compliant.
  - identify those in the UK without status, maintain contact with them and progress their cases to conclusion.
  - remove those with no right to be here.
- 3.2.2. The purpose of this Agreement is to formalise the arrangements for HOIE to request Pakistan criminal conviction information held outside of the UK via ACRO, acting on behalf of the Joint Controllers that are the UK police forces that are subject to the ACRO section 22A Collaboration Agreement, when there is a lawful basis to do so. It is necessary for HOIE to have access to such information for assessing risks at point of Visa applications. The nature of the information required by HOIE includes both recordable and non-recordable offences.

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- 3.2.3. The aim of the data sharing initiative is to share personal data (including criminal offence data) required by HOIE for recordable and non-recordable offences. It will serve to benefit society by reducing harm to the UK by exploring the benefits of conducting a pre-visa issue criminal record check on individuals.
- 3.2.4. This Agreement will be used to assist in ensuring that:
- a) Personal Data is shared in a secure, confidential manner with designated points of contact;
  - b) Personal Data is shared only on a 'need to know' basis;
  - c) Shared Personal Data will not be irrelevant or excessive with regards to the Agreed Purpose;
  - d) There are clear procedures to be followed with regard to Shared Personal Data;
  - e) Personal Data will only be used for the reason(s) it has been obtained;
  - f) Data quality is maintained, and errors are rectified without undue delay;
  - g) Lawful and necessary re-use of Personal Data is done in accordance with Data Protection Legislation; and
  - h) Subject information rights are observed without undue prejudice to the lawful purpose of either party.
- 3.2.5. The parties agree to only process Shared Personal Data, (i) in the case of HOIE to discharge its statutory functions, and (ii) in the case of ACRO, for maintenance of centralised records on the PNC. The parties shall not process Shared Personal Data in a way that is incompatible with the purposes described in this clause ("**Agreed Purpose**").

## 4. Powers

### 4.1. Home Office Immigration Enforcement Legal Basis

- 4.1.1. The Home Office Immigration Enforcement require data collected for a law enforcement purpose for the general purpose to reduce the threat of criminality and protect the UK from high harm individuals by assessing their criminal records in Pakistan.

This processing is authorised by law under <https://www.gov.uk/guidance/immigration-rules/immigration-rules-part-9-grounds-for-refusal>

Part 9 of the Immigration Rules – Suitability requirements apply to all routes and must be met in addition to validity and eligibility requirements.

Where this Part applies a person will not meet the suitability requirements if they fall for refusal under this Part.

A person may also have their entry clearance or permission cancelled on suitability grounds.

More than one grounds for refusal or cancellation may apply, for example, the presence of a foreign criminal in the UK may not be conducive to the public good.

...

#### Non-conducive grounds

9.3.1. An application for entry clearance, permission to enter or permission to stay must be refused where the applicant's presence in the UK is not conducive to the public good because of their conduct, character, associations or other reasons (including convictions which do not fall within the criminality grounds).

9.3.2. Entry clearance or permission held by a person must be cancelled where the person's presence in the UK is not conducive to the public good.

#### Criminality grounds

9.4.1. An application for entry clearance, permission to enter or permission to stay must be refused where the applicant:

- (a) has been convicted of a criminal offence in the UK or overseas for which they have received a custodial sentence of 12 months or more; or

- (b) is a persistent offender who shows a particular disregard for the law; or
- (c) has committed a criminal offence, or offences, which caused serious harm.

9.4.2. Entry clearance or permission held by a person must be cancelled where the person:

- (a) has been convicted of a criminal offence in the UK or overseas for which they have received a custodial sentence of 12 months or more; or
- (b) is a persistent offender who shows a particular disregard for the law; or
- (c) has committed a criminal offence, or offences, which caused serious harm.

9.4.3. An application for entry clearance, permission to enter or permission to stay may be refused (where paragraph 9.4.2. and 9.4.4. do not apply) where the applicant:

- (a) has been convicted of a criminal offence in the UK or overseas for which they have received a custodial sentence of less than 12 months; or
- (b) has been convicted of a criminal offence in the UK or overseas for which they have received a non-custodial sentence, or received an out-of-court disposal that is recorded on their criminal record.

9.4.4. An application for entry clearance or permission to enter under Appendix V: Visitor, or where a person is seeking entry on arrival in the UK for a stay for less than 6 months, must be refused where the applicant:

- (a) has been convicted of a criminal offence in the UK or overseas for which they have received a custodial sentence of less than 12 months, unless more than 12 months have passed since the end of the custodial sentence; or
- (b) has been convicted of a criminal offence in the UK or overseas for which they have received a non-custodial sentence, or received an out-of-court disposal that is recorded on their criminal record, unless more than 12 months have passed since the date of conviction.

9.4.5. Entry clearance or permission held by a person may be cancelled (where paragraph 9.4.2. does not apply) where the person:

- (a) has been convicted of a criminal offence in the UK or overseas for which they have received a custodial sentence of less than 12 months; or
- (b) has been convicted of a criminal offence in the UK or overseas for which they have received a non-custodial sentence, or received an out-of-court disposal that is recorded on their criminal record.

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

- Performance of a public task in the public interest or official authority;

4.1.3. The processing of this data meets an exemption condition under Article 9(2) of UK GDPR and section 10 of the DPA 2018, the processing of special categories of personal data. The conditions met are:

- Substantial Public Interest;

4.1.4. The processing of these data meets a condition under Schedule 1 of the DPA 2018 as per section 10 of the same Act, relating to the processing of special categories of personal data and criminal convictions. The conditions met are:

- Research etc;
- Statutory etc. and Government purposes;

## **4.2. Designation of Authorities**

4.2.1. The Participants designate the following organisation as Approved Authorities that are authorised to share Criminal Record Information under this ISA:

ACRO Criminal Records Office (ACRO)

4.2.2. The ISA authorises the data controller to share conviction records and ACRO will process on behalf of the Joint Data Controllers.

4.2.3. The Participants will designate officials within ACRO who are responsible for ensuring their implementation of the provisions of this ISA. ACRO will inform in writing of such designations and any changes.

## **4.3. ACRO Legal Basis**

4.3.1. 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.

4.3.2. ACRO, hosted by HIOWC, is established through the National Police Collaboration Agreement relating to ACRO under section 22A of the Police Act 1996. This Agreement gives ACRO the authority to act on behalf of the Chief Constables as PNC Joint Controllers to provide PNC enquiry, update and disclosure services to Non-Police Agencies (NPAs) and NPPAs.

4.3.3. ACRO is a Competent Authority, by virtue of the section 22A Agreement, processing data for a law enforcement purpose.

- 4.3.4. Under the first Data Protection Principle, processing of personal data for any of the law enforcement purposes is lawful only if and to the extent that it is based on law. Under Article 6 (1) (e):
- The processing is necessary for the performance of a task.

Under article 9 (2) (g) processing is necessary for reasons of substantial public interest.

- 4.3.5. ACRO also exchange conviction information with countries outside of the EU via Interpol channels, subject to Interpol Protocols. This transfer will comply with Article 49 (1) (d) the transfer is necessary for important reasons of public interest.

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

- 4.4.1. 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 offenders to justice; and
  - Any duty or responsibility arising from common or statute law.

#### **4.5. Human Rights Act 1998**

- 4.5.1. Under Schedule 1, 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.
- 4.5.2. Interference with this right may be justified when lawful and necessary and in the interests of:
- Discharging the common law police duties;
  - Preventing/detecting unlawful acts;
  - Protecting the public against dishonesty, etc;
  - Preventing fraud;
  - Terrorist finance/money laundering.
  - Safeguarding children and adults at risk;
  - Safeguarding the economic wellbeing of vulnerable adults.

**4.6. Common Law Police Disclosure**

4.6.1. Where legislation provides the organisation with a power to process Personal Data for a specific purpose, but there is no explicit legislative authority, Common Law Police Disclosure ensures that where there is a public protection risk, the police will pass information to the employer or regulatory body to allow them to act swiftly to mitigate any danger. This only applies where there is a pressing social need.

**4.7. Crime and Disorder Act 1998**

4.6.1 Under section 17 the Relevant Authority has the duty to consider crime and disorder implications and the need to do all that it reasonably can to prevent:

- Crime and disorder in its area (including anti-social and other behaviour adversely affecting the local environment); and
- The misuse of drugs, alcohol, and other substances in its area; and
- Re-offending in its area.

4.6.2 Under section 115(1) any person who would not have power to disclose information to a Relevant Authority or to a person acting on behalf of such an Authority shall have power to do so in any case where the disclosure is necessary or expedient for the purposes of any provision of this Act.

**4.8. The Policing Protocol Order 2011**

4.7.1 The Chief Constable is responsible for maintaining the King's Peace and is accountable in law for the exercising of police powers and to the Police and Crime Commissioner (PCC) for delivering efficient and effective policing, management of resourcing and expenditure by the police force.

## **5. International Requests**

### **5.1. Process**

- 5.1.1. If the subject of a Visa application is a Pakistan national or there is evidence that a UK national has lived in Pakistan, a request may be made via the International Services team at ACRO to obtain, if available, details of the subject's conviction history in his/her country of nationality.
- 5.1.2. The purpose of this process is to enable the subject's full criminal history to be made available to effectively assess and establish whether a Pakistan national currently in prison in the UK had a criminal record in Pakistan.
- 5.1.3. Transfers under this agreement are for general processing - the transfer is necessary for important reasons of public interest.
- 5.1.4. Requests should be made using the International Request form which will be supplied by ACRO separately; and sent, one request per e-mail, from the nominated HOIE mailbox to the ACRO International Requests Mailbox: \*\*\*\*@acro.police.uk. Erroneous or incomplete forms may delay the processing of the request.
- 5.1.5. 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. For Pakistan this is the Pakistan Passport number OR Computerized National Identity Card (CNIC) Number. Guidance on the required information will be sent to HOIE separately, and ACRO will send updated copies if this information changes.

Once a response has been received from ACRO shall forward the conviction/non-conviction information, including any necessary translation, to the nominated secure HOIE mailbox.

### **5.2. Exchange of Criminal Records with Pakistan**

- 5.2.1. If the subject is a Pakistan national, a request shall be submitted through Interpol to the destination country.
- 5.2.2. 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 or guarantee a response will be received.
- 5.2.3. 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.

**5.3. Specific Data Handling**

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

## **6. Information Security**

### **6.1. Government Security Classification Policy**

- 6.1.1. 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.
- 6.1.2. Documents marked using GSCP will describe specific handling conditions to mitigate the risks necessitating such marking. These may include:
- a) Any specific limitations on dissemination, circulation or intended audience;
  - b) Any expectation to consult should re-use be anticipated;
  - c) Additional secure handling and disposal requirements.

### **6.2. Security Standards**

- 6.2.1. It is expected that parties to this Agreement will have in place baseline security measures compliant with or equivalent to BS17799: 2005 and ISO/IEC 27001:2013 and HMG standards in relation to information security. Parties are at liberty to request copies of each other's:
- a) Information Security Policy;
  - b) Records Management Policy;
  - c) Data Protection Policy.
- 6.2.2. Each partner will implement and maintain appropriate technical and organisational measures to:
- Prevent:
    - i. unauthorised or unlawful processing of the Personal Data; and
    - ii. the accidental loss or destruction of, or damage to, the Shared Personal Data; and
  - ensure a level of security appropriate to:
    - i. the harm that might result from such unauthorised or unlawful processing or accidental loss, destruction, or damage; and
    - ii. the nature of the Shared Personal Data to be protected.
- 6.2.3. Any further specific security measures sought by one party shall be notified to the other party from time to time, which shall implement them where reasonably practicable. The parties shall keep such security measures under review and shall carry out updates as they agree are appropriate throughout the Term.
- 6.2.4. It is the responsibility of each party to ensure that its staff members are appropriately trained to handle and process the Shared Personal Data in accordance with the technical and organisational security measures, together with any other applicable data protection laws and guidance and have

entered into confidentiality agreements relating to the processing of personal data.

- 6.2.5. 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.

### **6.3. Volumes**

- 6.3.1. It is estimated that for the year 2024, HOIE will request up to 300 International Requests.
- 6.3.2. HOIE will advise ACRO if the number of International Requests is likely to be exceeded.
- 6.3.3. 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.

### **6.4. Transmission**

- 6.4.1. With the exception of telephone requests in cases of emergency, contact between ACRO and HOIE should only be made over a secure communication network, government secure email on the part of HOIE and an equivalent method on the part of ACRO, and care must be taken where personal information is shared or discussed.
- 6.4.2. E-mails must not otherwise be password protected, contain personal data or the descriptor 'Private and Confidential' in the subject field, or be over 6MB in file size.
- 6.4.3. HOIE reference number must be included in the subject field of every e-mail sent to ACRO.
- 6.4.4. Where e-mail transmission is unavailable, records may be transferred by post via encrypted media only, where encryption meets current industry standards.

### **6.5. Retention and disposal**

- 6.5.1. Information shared under this Agreement will be securely stored and disposed of 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.

## **7. Information Management**

### **7.1. Accuracy of Personal Data**

- 7.1.1. 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 parties to this Agreement of the erasure or rectification.
- 7.1.2. 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.
- 7.1.3. 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.

### **7.2. Accuracy Disputes**

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

### **7.3. Turnaround**

- 7.3.1. As per section 5.2, Pakistan are not mandated to provide a response. Where ACRO requires further information from HOIE to make a positive match, ACRO will process the enquiry when the required information has been supplied by HOIE.
- 7.3.2. Responses to requests for additional information must be made by HOIE within 10 working days (not including day of receipt or response). If ACRO do not receive the information, the request will be closed.
- 7.3.3. 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.

### **7.4. Quality Assurance and Control**

- 7.4.1. ACRO employ strict quality control procedures and staff undertaking this work are all appropriately trained.
- 7.4.2. On a monthly basis ACRO can, if required, provide regular management information to HOIE including:
  - Number of International Requests

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- Details of any cases that fall outside agreed 'Service Levels'
- Number of issues and/or disputes

## **8. Complaints and Breaches**

### **8.1. Complaints**

- 8.1.1. 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.

### **8.2. Breaches**

- 8.2.1. Each party shall comply with its obligation to report a Personal Data Breach to the appropriate Supervisory Authority and (where applicable) data subjects under Articles 33 and 34 of the UK GDPR, and sections 67 and 68 of the DPA 2018. Each party shall inform the other party of any Personal Data Breach irrespective of whether there is any requirement to notify any Supervisory Authority or data subject(s).
- 8.2.2. The parties agree to provide reasonable assistance as is necessary to each other to facilitate the handling of any Personal Data Breach in an expeditious and compliant manner.
- 8.2.3. In the event of a dispute or claim brought by a data subject or the Supervisory Authority concerning the processing of Shared Personal Data against either or both parties, the parties will inform each other about any such disputes or claims and will cooperate with a view to settling them amicably in a timely fashion.
- 8.2.4. The parties agree to respond to any generally available non-binding mediation procedure initiated by a data subject or by the Supervisory Authority. If they do participate in the proceedings, the parties may elect to do so remotely (such as by telephone or other electronic means). The parties also agree to consider participating in any other arbitration, mediation or other dispute resolution proceedings developed for data protection disputes.
- 8.2.5. All security incidents and breaches involving police data shared under this Agreement must be reported immediately to the single points of contact (SPOCs) designated in this document.

## **9. Information Rights**

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

- 9.1.1. 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.
- 9.1.2. Where a party receives a request for information in relation to information which it received from the other party, it shall (and will ensure that any sub-contractors it procures shall also):
- 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.
- 9.1.3. 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, HOIE representative is to ascertain whether the NPCC wishes to propose the engagement of any exemptions via the NPCC FOI mailbox: [npcc.foi.request@npfdu.police.uk](mailto:npcc.foi.request@npfdu.police.uk)
- 9.1.4. The decision as to whether to disclose the information remains with HOIE but will be made with reference to any proposals made by the NPCC.

### **9.2. Data Subject Information Rights**

- 9.2.1. For the purpose of either party handling information rights under Chapter III of the UK GDPR or Part 3, Chapter 3 of the DPA 2018, 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.
- 9.2.2. A relevant request requiring consultation includes those requests exercised under the rights to access, erasure, rectification, restriction, or objection which requires consideration of data provided to one party by the other.
- 9.2.3. Consultation will occur without undue delay and no later than 72 hours after identification of the relevant request.

- 9.2.4. Where HOIE receives a relevant request, HOIE representative is to contact the ACRO Data Protection Officer at: [dataprotectionofficer@acro.police.uk](mailto:dataprotectionofficer@acro.police.uk) to ascertain whether ACRO wishes to propose to HOIE that they apply any relevant exemptions when responding to the applicant.
- 9.2.5. Where ACRO receives a relevant request, the ACRO Data Protection Officer is to contact HOIE representatives to ascertain whether HOIE wishes to propose to ACRO that they apply any relevant exemptions prior to responding to the applicant.
- 9.2.6. Both parties will otherwise handle such requests in accordance with the Data Protection Legislation.

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

- 9.3.1. Each party will take all reasonable steps to comply with the obligation to notify the data subject of the processing activity unless an exemption applies.
- 9.3.2. ACRO will maintain a general notice, describing the mandatory privacy information at Articles 13 and 14 of UK GDPR and section 44(1) and (2) of the DPA 2018. ACRO will not contact the data subjects directly with this privacy information on the basis that HOIE has already taken steps to inform the individual or has exercised an appropriate exemption to Article 13 or 14 or exercised an exemption at section 44(4) of the DPA 2018.
- 9.3.3. HOIE 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 HOIE does not provide this information to the data subject, ACRO agrees to rely upon the correct use of an exemption by HOIE and will not contact the data subject to avoid the same prejudice.

## **10. Re-use of Personal Data Disclosed under this Agreement**

- 10.1. 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 data subject that provided the information in the first instance, unless required to by law.

## **11. Roles and responsibilities**

### **11.1. Single Point of Contact**

- 11.1.1. ACRO and HOIE will designate SPOCs who will be responsible for ensuring the Information Sharing Agreement (ISA) is up to date and jointly solving

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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 (International requests):  
ACRO International Services Head of Section  
\*\*\*\*@acro.police.uk  
\*\*\*\*
- Home Office Immigration Enforcement:  
\*\*\*\*  
E-mail address: \*\*\*\*@homeoffice.gov.uk  
Phone number: \*\*\*\*

11.1.2. Initial contact should be made by e-mail with the subject heading:  
FAO Pakistan ACRO/ Pakistan HOIE ISA SPOC Ref no: XXXX

11.1.3. 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.

### **11.2. Escalation**

11.2.1. 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 (International requests):  
ACRO International Services Deputy Manager  
\*\*\*\*@acro.police.uk  
\*\*\*\*
- ACRO (Information Sharing Agreement):  
ACRO Information Management Team  
\*\*\*\*@acro.police.uk  
\*\*\*\*
- Home Office Immigration Enforcement: As above

11.2.2. Both ACRO and HOIE 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, meetings attended, or phone calls made or received relating to this Agreement.

## **12. Charges**

### **12.1. Price and Rates**

12.1.1. HOIE shall pay ACRO for the provision of services set out in this Agreement and in line with the "Letter of Charges" provided to HOIE separately, which is reviewed annually.

### **12.2. Invoices**

12.2.1. Invoices shall contain the following information:

- Purchase Order Number;
- The Agreement Reference Number;
- The period the service charge refers to;
- All applicable service charges;
- The name and address of both Parties (ACRO and HOIE).

12.2.2. The Purchase Order Number is to be provided by HOIE for the appropriate financial year to ensure payment of invoices can be made. If a Purchase Order Number is not in hand prior to receiving enquiries ACRO reserves the right to suspend the processing of services covered under this Agreement until one has been provided.

12.2.3. HOIE shall pay all monies owed to ACRO within a period of 30 days from receipt of the original invoice unless the amount shown on the invoice is disputed by HOIE.

12.2.4. If HOIE is in default of this condition, ACRO reserves the right to withdraw the service by advising in writing.

### **13. Variation**

- 13.1.** No variation of this Agreement shall be effective unless it is in writing and signed by the parties (or their authorised representatives).

### **14. Waiver**

- 14.1.** No failure or delay by a party to exercise any right or remedy provided under this Agreement or by law shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy. No single or partial exercise of such right or remedy shall prevent or restrict the further exercise of that or any other right or remedy.

### **15. Severance**

- 15.1.** If any provision or part-provision of this Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed deleted, but that shall not affect the validity and enforceability of the rest of this Agreement.
- 15.2.** If any provision or part-provision of this Agreement is deemed deleted under clause 16.1 the parties shall negotiate in good faith to agree a replacement provision that, to the greatest extent possible, achieves the intended commercial result of the original provision.

### **16. Changes to the applicable law**

- 16.1.** If during the Term the Data Protection Legislation changes in a way that the Agreement is no longer adequate for the purpose of governing lawful data sharing exercises, the Parties agree that the SPOCs will negotiate in good faith to review the Agreement in the light of the new legislation.

### **17. No partnership or agency**

- 17.1.** Nothing in this Agreement is intended to, or shall be deemed to, establish any partnership or joint venture between any of the parties, make any party the agent of the other party, or authorise any party to make or enter into any commitments for or on behalf of any other party. Each party confirms it is acting on its own behalf and not for the benefit of any other person.

## **18. Notice**

- 18.1.** Any notice given to a party under or in connection with this Agreement shall be in writing, addressed to the SPOC and shall be:
- Delivered by hand or by pre-paid first-class post or other next working day delivery service at its principal place of business; or
  - Sent by e-mail to the SPOC.
- 18.2.** Notice of a cessation of services, or end to the requirement of services, will be given by either party with a period of 3 months' notice for a specified date of cessation.
- 18.3.** ACRO reserves the right to give Notice of cessation with immediate effect where HOIE is found to no longer have a lawful basis for requesting conviction data, is under investigation for the misuse of conviction data, or found to be in other serious breach of the Terms of this Agreement.
- 18.4.** Any notice shall be deemed to have been received:
- If delivered by hand, on signature of a delivery receipt; and
  - If sent by pre-paid first-class post or other next working day delivery service, at 9.00 am on the second business day after posting or at the time recorded by the delivery service; and
  - If sent by e-mail, at the time of transmission, or if this time falls outside business hours in the place of receipt, when business hours resume.
- 18.4.1.** In this clause, business hours means 9:00 am to 5:00 pm Monday to Friday on a day that is not a public holiday in the place of receipt, and 'business day' shall be construed accordingly.
- 18.5.** This clause does not apply to the service of any proceedings or other documents in any legal action or, where applicable, any arbitration or other method of dispute resolution.

## 19. Signature

### 19.1. Undertaking

19.1.1. 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.

19.1.2. Signatories must ensure compliance with all relevant legislation.

Signed on behalf of ACRO Senior Information Risk Owner (SIRO)	Signed on behalf of Home Office Immigration Enforcement
Full Name: ****	Full Name: ****
Position Held: CEO of ACRO	Position Held: G6 Lead for Prisons Engagement
Date: 11 <sup>th</sup> July 2024	Date: 16 <sup>th</sup> July 2024

19.1.3. The signatory agrees the terms of this Agreement provides justified use of the Police National Computer (PNC).

Signed as NPCC Lead Controller for PNC
Full Name: ****
Position Held: NPCC Lead for PNC/LEDS -Deputy Chief Constable.
Date: 11.07.24