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ACRO

Criminal Records Office

Information Sharing Agreement

Between

National Police Chiefs' Council
ACRO Criminal Records Office

And

Social Care Wales



ACRO Criminal Records Office



ACRO Criminal Records Office

enquiries@acro.police.uk | acro.police.uk

A decorative footer graphic consisting of a horizontal row of six overlapping, trapezoidal shapes in various colors: red, blue, purple, orange, green, and teal.

Summary Sheet

Freedom of Information Act Publication Scheme	
Security Classification (GSC)	OFFICIAL
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Title	Information Sharing Agreement between ACRO Criminal Records Office (ACRO) and Social Care Wales (SCW).
Version	3.0
Summary	<p>This Information Sharing Agreement (hereafter referred to as the Agreement) formalises the arrangements for the ACRO, acting on behalf of UK police forces that are subject to the ACRO section 22A Collaboration Agreement, to provide SCW with access to relevant information held on the Police National Computer (PNC), specifically convictions, cautions, reprimands and final warnings. SCW require both recordable and non-recordable offences. This is for regulatory purposes in relation to investigations into the fitness to practise of registered social care workers in Wales.</p> <p>Under this Agreement, SCW can request criminal conviction information held outside of the UK via ACRO when there is a lawful basis to do so.</p>
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Version control

Version No.	Date	Amendments Made	Authorisation
1.0	20/07/2020	2020/21 Draft and renewal	KN, ACRO
1.1	23/07/2021	21/22 Draft renewal	MH, ACRO
1.2	21/09/2021	21/22 renewal amendments	KN, ACRO
1.3	13/12/2021	IM review	AAS, ACRO
1.4	30/09/2022	IM Review for sign off	AAS, ACRO
1.5	09/03/2023	SCW Review and sign off	AL, SCW
2.0	03/07/2023	NPCC PNC Lead review and sign off	NM, NPCC
2.1	16/04/2024	2024/25 Draft and renewal	MH, ACRO
2.2	31/07/2024	IGS Review	AM, ACRO
2.3	28/08/2024	DPO Review	AAS, ACRO
2.4	09/09/2024	SCW Review and Sign off	SCW
2.5	24/09/2024	ACRO sign off	JF, ACRO
3.0	23/10/2024	NPCC Sign off	NPCC

1. Parties to the Agreement

- 1.1. ACRO Criminal Records Office
PO Box 481
Fareham
PO14 9FS

- 1.1. Social Care Wales
South Gate House
Wood Street
Cardiff
CF10 1EW
ICO Registration Number: Z5768569

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.

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.

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.

EEA: European Economic Area.

EIR: Environmental Information Regulations 2004.

EU: European Union.

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

Great Britain: geographic term referring to the island consisting of England, Scotland and Wales.

GSCP: Government Security Classification Policy.

HIOWC: Hampshire & Isle of Wight Constabulary.

MB: Megabyte (of data).

NFA: No Further Action.

NPA: Non-Police Agency.

NPCC: National Police Chiefs' Council.

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. This will be migrating to the Law Enforcement Data Service (LEDS) therefore the reference to PNC will cover both PNC/LEDS whichever system is in place at the time.

PND: Police National Database.

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.

SCW: Social Care Wales.

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.

Third Country: means a country or territory outside the United Kingdom (UK GDPR, Article 4 and DPA 2018, section 33(7)).

UK: United Kingdom.

UKCA-ECR: UK Central Authority for the Exchange of Criminal Records.

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. SCW is a Welsh Government sponsored body responsible for regulating the social care workforce in Wales. As set out in s.68 of the Regulation and Inspection of Social Care (Wales) Act 2016, its main objective in carrying out its functions is to protect, promote and maintain the safety and well-being of the public in Wales.
- 3.1.3. SCW must exercise its functions with a view to promoting and maintaining—
- a) high standards in the provision of care and support services,
 - b) high standards of conduct and practice among social care workers,
 - c) high standards in the training of social care workers, and
 - d) public confidence in social care workers.
- 3.1.4. SCW has a statutory duty to keep a register of social care workers in Wales, currently holding around 61,500 registered workers from 16 different categories of social care work.
- 3.1.5. The SCW Fitness to Practise team conducts investigations into registered social care workers in Wales who have been referred for breach of professional codes of conduct, or where there are concerns regarding the character, qualifications and skills expected of them. Where appropriate, SCW arrange fitness to practise hearings in which independent panels have the power to place restrictions, including interim restrictions, on a social care worker's right to practise in Wales. SCW also has a duty to make the public aware of any restrictions on a registered person's right to practise as a social care worker in Wales.
- 3.1.6. The Fitness to Practise team work with the Registration team at SCW to consider declarations from applicants involving convictions, cautions, ongoing proceedings and other matters of relevance to fitness to practise.

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.
- 3.2.2. The purpose of this Agreement is to formalise the arrangements for ACRO, acting on behalf of UK police forces that are subject to the ACRO section 22A Collaboration Agreement, to provide SCW with access to relevant information held on PNC, specifically convictions, cautions, reprimands and final warnings. It is necessary for SCW to have access to this information for regulatory purposes connected to its statutory public protection objective. This includes investigating specific concerns about the fitness to practise of registered persons and applicants to the register. The nature of the information required by SCW includes both recordable and non-recordable offences.
- 3.2.3. Under this Agreement, The Agency can request criminal conviction information held outside of the UK via ACRO when there is a lawful basis to do so.
- 3.2.4. The aim of the data sharing initiative is to provide SCW with criminal data to support the investigation of fitness to practise within the social care sector in Wales. It will benefit society by supporting rigorous checks on the fitness to practise of registered social care workers and applicants to the Register of Social Care Workers in Wales. These individuals work with vulnerable care users in the child and adult sectors. It also supports the statutory aim of maintaining standards in social care and promoting public confidence in the social care profession.
- 3.2.5. 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

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h) Subject information rights are observed without undue prejudice to the lawful purpose of either party.

3.2.6. The parties agree to only process Shared Personal Data, (i) in the case of The Agency to discharge its regulatory functions, and (ii) in the case of ACRO, for the 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. SCW Legal Basis

- 4.1.1. SCW require data collected for a law enforcement purpose for the general purpose of regulatory and safeguarding activity in fulfilment of its main objective of protecting, promoting and maintaining the safety and well-being of the public in Wales. This processing is authorised by law under section 160, 181 and 182 of the Regulation and Inspection of Social Care (Wales) Act 2016 ('the Act'), which sets out and qualifies SCW's power to request information in relation to their statutory functions.
- 4.1.2. Section 83(2)(b) of the Act sets out that applicants to the Register must satisfy SCW that their fitness to practise is not impaired, as outlined in section 117. 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, including "a conviction or caution elsewhere for an offence, which, if committed in England and Wales, would constitute a criminal offence".
- 4.1.3. 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 condition met is:
- Performance of a public task in the public interest or official authority.
- 4.1.4. The processing of these data meets an exemption condition under Article 9(2) of UK GDPR and section 10 of the DPA 2018, regarding the processing of special categories of personal data. The exemption met is:
- Substantial Public Interest.
- 4.1.5. 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:
- Statutory etc. and Government purposes;
 - Preventing/detecting unlawful acts;
 - Protecting public against dishonesty;
 - Regulatory requirements relating to unlawful acts and dishonesty etc.;
 - Safeguarding children and individuals at risk;
 - Publication of legal judgements.

4.2. ACRO Legal Basis

- 4.2.1. 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.

- 4.2.2. 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 to provide PNC enquiry, update and disclosure services to Non-Police Agencies (NPAs) and NPPAs.
- 4.2.3. ACRO is a Competent Authority, by virtue of the section 22A Agreement, processing data for a law enforcement purpose.
- 4.2.4. 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 section 35(2) of the DPA 2018 the following applies:
- The processing is necessary for the performance of a task.
- 4.2.5. Under section 35 (3) to (5) and Schedule 8 of the DPA 2018, ACRO meets a condition for sensitive processing as follows:
- Administration of justice.
- 4.2.6. ACRO have been delegated responsibility for managing the UK Central Authority for the Exchange of Criminal Records (UKCA-ECR). As such, ACRO discharge the UK's responsibilities under the 1959 Convention on Mutual Assistance in Criminal Matters and the Trade and Co-operation Agreement between the European Union and the United Kingdom, Part 3, Title IX on the exchange of information extracted from the criminal record.
- 4.2.7. ACRO also exchange conviction information with countries outside of the EU via Interpol channels, subject to Interpol Protocols.

4.3. Code of Practice for the Management of Police Information

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

4.4. Human Rights Act 1998

4.4.1. 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.

4.4.2. 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.

4.5. Common Law Police Disclosure

4.5.1. 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.

4.6. 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);
- 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.

4.7. 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. Process

5.1. Overview

5.1.1. ACRO, in response to requests made by The Agency, will conduct PNC searches and provide a PNC print to meet their information needs.

5.1.2. The PNC data will comprise of:

- a) A Disclosure PNC print. The personal data disclosed under this print includes (if available): name, date of birth, birth place, sex, address, occupation, aliases (including Driver and Vehicle Licensing Agency (DVLA) name) and alias dates of birth. The home address that is printed in the ID part of the print is decided by the following rules:
 - If there is more than one home address on the record, the most recent address is used;
 - If there is no home address present, the most recent 'no fixed abode' address type will be used;
 - If neither of the above address types are present, the most recent 'Other' address is printed.

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

5.2. PNC Searches

5.2.1. Requests for a PNC search are to be made by The Agency on a 'Names Enquiry' spreadsheet which will be supplied by ACRO separately.

5.2.2. The following Personal Data is to be provided in support of each request (where known):

- First name;
- Any middle names;
- Surname/family name;
- Date of birth (dd/mm/yyyy);
- Any alias details (names, dates of birth etc.);
- Place of birth (where known);
- Address;
- The Agency case reference.

5.2.3. 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 The Agency. 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.

5.3. Additional Information Requirements

- 5.3.1. Other personal data, which The Agency 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.
- 5.3.2. 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 Agency normal administrative procedures.
- 5.3.3. If required, ACRO will seek additional information from The Agency to verify the identity of the subject of the request via the following Agency mailbox: ****@socialcare.wales.cjsm.net
- 5.3.4. All e-mail communication containing personal and conviction data will be exchanged using password protected WinZip files if a secure e-mail is not available.
- 5.3.5. No other mailbox is to be used unless this Agreement is updated to reflect a change of 'nominated' point of contact for The Agency.
- 5.3.6. Where appropriate, The Agency will make contact with the subject of the enquiry to seek the additional information required by ACRO.

5.4 Contingency Backup

- 5.4.1 In an event where The Agency require ACRO to provide a contingency service for PNC requirements in line with the Agreed Services, discussion must be had, prior to any checks, in order to establish volumes and expected turnaround times. This is necessary in order to ensure ACRO can provide the required service and cope with the demand.

6. Submission

6.1. Names Enquiry Spreadsheets

- 6.1.1. Completed 'Names Enquiry' spreadsheets are to be sent via secure e-mail to the following e-mail address: ****@acro.police.uk
- 6.1.2. ACRO will receive requests from The Agency, via the following secure mailbox: ****@socialcare.wales.cjsm.net
- 6.1.3. Erroneous or incomplete 'Names Enquiry' spreadsheets will not be processed. They will be returned to The Agency as invalid and a reason provided.

6.2. Telephone Requests

- 6.2.1. Requests may be made by telephone in cases of emergency. A 'Names Enquiry' spreadsheet must be submitted in advance, and a call to expedite an existing check may then be made. This ensures ACRO have all the necessary details for accurate data processing.
- 6.2.2. Such requests can only be made by a limited number of the Agency's staff. As at the date of this Agreement, The Agency's staff who will have the ability to make telephone requests shall be:
- Fitness to Practise Manager;
 - Fitness to Practise Leads;
 - Fitness to Practise Senior Officers;
 - Fitness to Practise Officers.
- 6.2.3. Those within this team who will have authority will be supplied to ACRO by way of a list. SCW may update this list by notice to ACRO from time to time.

7. Provision of Information

7.1. Response to a PNC Names Enquiry Search

- 7.1.1. In response to a formal written application, ACRO will provide a Disclosure Print to The Agency 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).
- 7.1.2. PNC Warning Signals will not be disclosed.
- 7.1.3. 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 The Agency.
- 7.1.4. If The Agency has a secondary query or wishes to follow-up on the PNC information provided, a formal request is to be made through the nominated ACRO mailbox: ****@acro.police.uk
- 7.1.5. The Agency 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.

8. International Requests

8.1. Process

- 8.1.1. If the subject of a fitness to practise proceeding is a foreign national or there is evidence that a UK national has lived abroad, 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 or country they were formally residing in.
- 8.1.2. 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, under SCW's regulatory duty.
- 8.1.3. ACRO can submit requests to EU and non-EU countries for criminal conviction information. The process of this is detailed in clauses 8.2 and 8.3.
- 8.1.4. Transfers for general processing may rely on Adequacy or in Specific Circumstances where the transfer is necessary for important reasons of public interest, or when necessary for the establishment, exercise or defence of legal claims.
- 8.1.5. 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 Agency mailbox to the ACRO International Requests Mailbox: ****@acro.police.uk. Erroneous or incomplete forms may delay the processing of the request.
- 8.1.6. ACRO will receive requests from The Agency, via the following secure mailbox: ****@socialcare.wales.cjsm.net
- 8.1.7. ACRO will forward the request to the relevant national authority/ies for a response as per the instances set out in clauses 8.2 and 8.3.
- 8.1.8. 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. Requests may not be sent if the destination country does not have a criminal register or is categorised as an extreme/severe risk country. Guidance on the required information will be sent to The Agency separately, and ACRO will send updated copies if this information changes.
- 8.1.9. Once a response has been received from the required country, ACRO shall forward the conviction/non-conviction information, including any necessary translation, to the nominated Agency mailbox. If this mailbox is not .gsi or .cjsm secure, then additional security protections may be required.

8.2. Exchange of Criminal Records with the EU

- 8.2.1. If the subject is an EU national, then ACRO shall deal with the request under the 1959 Convention on Mutual Assistance in Criminal Matters and the EU-UK Trade Co-operation agreement between the European Union and the United Kingdom, Part 3, Title IX on the exchange of information extracted from the criminal record.
- 8.2.2. There is a mandated response time of 20 working days for the requested country to respond. This includes responses containing criminal convictions, responses specifying a subject is no trace or has no convictions in the requested country or a notification that the country cannot respond for the intended purpose of the check.
- 8.2.3. The Central Authority of each EU Member State shall reply to requests made for purposes other than that of criminal proceedings in accordance with their own domestic law. This means that a country may respond stating that they cannot disclose information depending on the purpose of the request.
- 8.2.4. ACRO shall forward the information as soon as possible after it has been received from the destination country and any necessary translation has taken place.
- 8.2.5. Requests made outside of criminal proceedings may not be responded to, and are subject to legislation and processes in the destination country. Guidance on which countries will respond to requests outside of criminal proceedings can be provided to The Agency by ACRO, however, this does not guarantee any response.

8.3. Exchange of Criminal Records with Non-EU Countries

- 8.3.1. If the subject is a non-EU national, a request shall be submitted through Interpol to the destination country.
- 8.3.2. 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.
- 8.3.3. 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.

8.4. Specific Data Handling

- 8.4.1. Any conviction information that is supplied by ACRO with regards to foreign convictions cannot be held on any system outside of ACRO/ SCW'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.

- 8.4.2. Any data obtained from the European Economic Area (EEA) cannot be onward transferred either by ACRO or The Agency to a Third Country¹ without consent from the originator, except where the transfer is necessary for Specific Circumstances, in which case the originator will be notified after the fact.

¹ As defined in clause 2.1.1.

9. Information Security

9.1. Government Security Classification Policy

- 9.1.1. 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.
- 9.1.2. 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.

9.2. Security Standards

- 9.2.1. 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.
- 9.2.2. 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.
- 9.2.3. 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.
- 9.2.4. 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.

- 9.2.5. 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.

9.3. Volumes

- 9.3.1. It is estimated that for the year 2024/25, The Agency will request up to 30 PNC Checks and five (5) International Requests.
- 9.3.2. The Agency will advise ACRO if the number of PNC Checks and/or International Requests is likely to be exceeded.
- 9.3.3. 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.

9.4. Transmission

- 9.4.1. With the exception of telephone requests in cases of emergency, contact between ACRO and The Agency should only be made over a secure communication network, such as .cjsm and Egress, on the part of SCW and an equivalent method on the part of ACRO, and care must be taken where personal information is shared or discussed.
- 9.4.2. 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.
- 9.4.3. The Agency reference number must be included in the subject field of every e-mail sent to ACRO.
- 9.4.4. Where e-mail transmission is unavailable, records may be transferred by post via encrypted media only, where encryption meets current industry standards.

9.5. Retention and disposal

- 9.5.1. 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.

10. Information Management

10.1. Accuracy of Personal Data

- 10.1.1. 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.
- 10.1.2. 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.
- 10.1.3. 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.

10.2. Accuracy Disputes

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

10.3. Turnaround

- 10.3.1. This Agreement requires a 7 working day turnaround (not including day of receipt or response) on all requests submitted to ACRO for PNC data, except where ACRO requires further information from The Agency to make a positive match. In these circumstances, ACRO will process the enquiry when the required information has been supplied by The Agency.
- 10.3.2. For turnaround times for International Requests please see clauses 8.2.2. and 8.3.2. of this Agreement.
- 10.3.3. Responses to requests for additional information must be made by The Agency within 10 working days (not including day of receipt or response). If ACRO do not receive the information, the request will be closed.
- 10.3.4. 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.
- 10.3.5. An exception to the 7 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.

10.3.6. In some circumstances, The Agency 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 The Agency. Such requests will be treated as an exception, and will be considered on a case by case basis.

10.4. Quality Assurance and Control

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

10.4.2. On a monthly basis ACRO can, if required, provide regular management information to The Agency including:

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

11. Complaints and Breaches

11.1. Complaints

11.1.1. 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.

11.2. Breaches

11.2.1. 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).

11.2.2. 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.

11.2.3. 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 co-operate with a view to settling them amicably in a timely fashion.

11.2.4. 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.

11.2.5. 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.

12. Information Rights

12.1. Freedom of Information Act 2000

- 12.1.1. 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.
- 12.1.2. 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.
- 12.1.3. 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, The Agency 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
- 12.1.4. The decision as to whether to disclose the information remains with The Agency, but will be made with reference to any proposals made by the NPCC.

12.2. Data Subject Information Rights

- 12.2.1. 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.
- 12.2.2. 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.
- 12.2.3. Consultation will occur without undue delay and no later than 72 hours after identification of the relevant request.

- 12.2.4. Where The Agency receives a relevant request, The Agency representative is to contact the ACRO Data Protection Officer at: dataprotectionofficer@acro.police.uk to ascertain whether ACRO wishes to propose to The Agency that they apply any relevant exemptions when responding to the applicant.
- 12.2.5. Where ACRO receives a relevant request, the ACRO Data Protection Officer is to contact The Agency representatives to ascertain whether The Agency wishes to propose to ACRO that they apply any relevant exemptions prior to responding to the applicant.
- 12.2.6. Both parties will otherwise handle such requests in accordance with the Data Protection Legislation.

12.3. Fair processing and privacy notices

- 12.3.1. 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.
- 12.3.2. 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 The Agency 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.
- 12.3.3. The Agency 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 The Agency does not provide this information to the data subject, ACRO agrees to rely upon the correct use of an exemption by The Agency and will not contact the data subject to avoid the same prejudice.

13. Re-use of Personal Data Disclosed under this Agreement

- 13.1. 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.

14. Roles and responsibilities

14.1. Single Point of Contact

14.1.1. ACRO and The Agency will designate SPOCs who will be responsible for ensuring the Information Sharing Agreement (ISA) is up to date and jointly solving 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 and updates):
ACRO PNC Services Head of Section
****@acro.police.uk

- ACRO (International requests):
ACRO International Services Head of Section
****@acro.police.uk

- SCW:
Fitness to Practise Manager
****@socialcare.wales.cjsm.net

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

14.1.3. 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.

14.2. Escalation

14.2.1. 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 (UK PNC enquiries and updates):
ACRO National Services Deputy Manager
****@acro.police.uk

- ACRO (International requests):
ACRO International Services Deputy Manager
****@acro.police.uk

OFFICIAL

- ACRO (Information Sharing Agreement):
ACRO Information Management Team
****@acro.police.uk

- SCW:
Deputy Registrar/Assistant Director of Regulation
****@socialcare.wales.cjsm.net

14.2.2. Both the ACRO and Agency 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.

15. Charges

15.1. Price and Rates

15.1.1. The Agency shall pay ACRO for the provision of services set out in this Agreement and in line with the “Letter of Charges” provided to The Agency separately, which is reviewed annually.

15.2. Invoices

15.2.1. 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 SCW).

15.2.2. The Purchase Order Number is to be provided by The Agency 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.

15.2.3. The Agency 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 The Agency.

15.2.4. If The Agency is in default of this condition, ACRO reserves the right to withdraw the service by advising in writing.

16. Review

16.1. Frequency

16.1.1. This ISA will be reviewed annually.

16.1.2. This Agreement is for 2024/25.

17. Variation

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

18. Waiver

- 18.1.** 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.

19. Severance

- 19.1.** 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.
- 19.2.** If any provision or part-provision of this Agreement is deemed deleted under clause 19.1, 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.

20. Changes to the applicable law

- 20.1.** 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.

21. No partnership or agency

- 21.1.** 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.

22. Notice

- 22.1.** 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.
- 22.2.** Notice of a cessation of services, or end to the requirement of services, will be given be either party with a period of three (3) months' notice for a specified date of cessation.
- 22.3.** ACRO reserves the right to give Notice of cessation with immediate affect where The Agency 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.
- 22.4.** 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.
- 22.4.1.** 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.
- 22.5.** 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.

23. Signature

23.1. Undertaking

23.1.1. 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.

23.1.2. Signatories must ensure compliance with all relevant legislation.

Signed on behalf of ACRO Senior Information Risk Owner (SIRO)	Signed on behalf of Social Care Wales
Signature: ****	Signature: ****
Full Name: ****	Full Name: ****
Position Held: CEO of ACRO	Position Held: Director of Finance, Strategy and Corporate Services
Date: 24.09.24	Date: 09.09.24

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

Signed as NPCC Lead Controller for PNC	
Signature: ****	Full Name: Deputy Chief Constable
	Position Held: NPCC Lead for PNC/LEDS.
	Date: 23.10.24