



**Information Governance Team**

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06 January 2025

Dear Sir/Madam

**Freedom of Information Act 2000 (FOIA)  
Request ID: FOI675895750**

Thank you for your request for information relating to Data Protection Services.

You have requested the following information:

**DPO Services**

**1. Do you currently have a Data Protection Officer in place (DPO)?**

Yes.

**2. If the answer to question one is yes, is your DPO?**

**a. internal?**

**b. external/outsourced?**

**c. currently looking to appoint or outsource?**

Internal.

**3. If you have an outsourced DPO then:**

**a. who is your current provider?**

**b. What is the monthly fee for the outsourced DPO?**

- c. How many hours of service does your outsourced DPO provide each month?**
- d. Are any unused hours able to be rolled over? If so what is the maximum rollover permitted?**
- e. What is the outsourced DPO's hourly rate for additional hours of work over and above the retained DPO hours?**
- f. When is your outsourced DPO contract due for renewal?**

For Questions 3a to 3f, these are not applicable.

### **DSAR Redaction Services**

**4. Who currently undertakes Data Subject Access Request (DSAR) redaction services within your organisation. Is it:**

**a. Internal staff?**

Yes.

**b. Outsourced to a redaction service provider?**

**c. If outsourced, then what is the redaction charge per page?**

**d. If the outsourced provider does not charge per page, then what payment model do they use? (if monthly retainer fee then what is this?)**

**e. If outsourced, then what software do you use to transfer files to the outsourced provider? (eg Citrix, Egress, SmartBoxAI, Glasscubes etc)**

**f. If outsourced, then when is the contract due for renewal?**

For Questions 4b to 4f, these are not applicable.

**g. If redaction is undertaken internally, then what software do you use to redact documents? (eg Adobe Redact)**

Foxit and Adobe.

### **Ombudsman Complaints**

**5. Do you currently have a Complaints Officer that deals with matters from the Ombudsman?**

Yes.

**6. If the answer to question five is yes, then is this Complaints Officer:**

**a. Internal?**

Yes.

**b. Outsourced?**

No.

**7. If outsourced then:**

**a. Who is the current provider?**

**b. What is the monthly fee for the service?**

**c. Does the current provider liaise with the Ombudsman on your behalf? or do they simply advise you on what should be done?**

**d. When is the current contract due for renewal?**

For Questions 7a to 7d, these are not applicable.

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If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [icocasework@ico.org.uk](mailto:icocasework@ico.org.uk).

Please remember to quote the reference number above in your response.

Yours faithfully

**Information Governance**