



Ministry
of Defence

Defence Business Services

Secretariat Team
Room 6303
Tomlinson House
Norcross
Thornton Cleveleys
Lancashire
FY5 3WP

Ref: FOI2018/10567

E-mail: DBSRES-Secretariat@mod.gov.uk

28 August 2018

Dear [REDACTED]

Thank you for your email of 4 August 2018 requesting the following information:

“Given the incredible difficulties we seem to be having under DPA and now GDPR to access my wife’s information, please provide details of what “user testing” Veterans UK have done to evaluate the effectiveness their GDPR processes, in accordance with ICO best practice guidelines. For the avoidance of doubt, if information on user testing is deemed not to fall within the GDPR SAR, please treat this as a Freedom of Information Act request.”

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and I can confirm that no information in scope of your request is held.

Under Section 16 of the Act (Advice and Assistance) you may find it helpful to note that; prior to the GDPR coming into force a Defence Internal Audit was carried out across MOD, including Defence Business Services (DBS), on compliance with the Data Protection Act 1998 and readiness for GDPR. This included the handling of requests for information under the Data Protection and Freedom of Information Acts. The subsequent report provided substantial assurance that DBS complies with its data protection obligations. A central Data Protection Steering group and a number of sub working groups have been formed to consider the impact of and oversee the full implementation of the new legislation Data Protection Act 2018 (including General Data Protection Regulation), training in the Department is co-ordinated centrally and will be rolled out incrementally.

If you have any queries regarding the content of this letter, please contact this office in the first instance.

If you wish to complain about the handling of your request, or the content of this response, you can request an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-

FOI-IR@mod.gov.uk). Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely,

A black rectangular redaction box covering the signature of the sender.

Defence Business Services (Secretariat)