



Ministry
of Defence

Defence Business Services

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REF: FOI2020/00374

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Dear [REDACTED]

Thank you for your email of 10 January 2020 requesting the following information:

" I make the FOI request for the protocol for the management of sensitive internal files. I was sent an internal sensitive file within a file? on murdered friends photographs and personal information. I has diagnosed PTSD and depression on this very incident and have suffered a serious relapse due to this information being sent. That information [REDACTED] is aware of.

He has already apologised for the file being sent and freely admitted it should never have been sent. But at this time I require the protocol that was in place at the time of sending. Simply apologising for this disgraceful incompetent negligence won't do. "

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 all of the information in scope of your request is held.

The management and release of sensitive internal files is managed by the Subject Access Request team who follow the instructions contained in a Defence Instructions and Notices (DIN). The protocol for the recognising and processing of Subject Access Requests is contained within 2018DIN05-016, a copy of which I have attached to this letter.

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,

DBS Secretariat Team