

## FOI 24/154 - Freedom of Information request - Use of WhatsApp

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Wed 13/03/2024 12:42

To [REDACTED]

FOI 24/154

Dear [REDACTED]

Thank you for your request of 14 February 2024:

"What is your policy in regards to retaining and deleting of messages using the WhatsApp platform? Do officers dealing with FOI and GDPR have access to those messages if so can you provide a copy of the policy?

Can you give me a copy of the last review of this policy?"

We have dealt with your request under the Freedom of Information Act 2000.

Social media messaging applications such as WhatsApp are forbidden to be used on Agency provided devices; this includes for business purposes. As a result, we do not have a policy regarding the retaining and deleting of messages using WhatsApp and therefore we do not hold the information you have requested.

To assist, we can advise that for the handling of requests made under FOIA and GDPR legislation, we follow the Information Commissioner's guidance:

<https://ico.org.uk/for-organisations/foi/what-is-the-foi-act-and-are-we-covered/>

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/individual-rights/right-of-access/>

Yours sincerely

MHRA Customer Experience Centre  
Communications and engagement team  
Medicines and Healthcare products Regulatory Agency  
10 South Colonnade, Canary Wharf, London E14 4PU  
Appeal rights

If you are dissatisfied with the handling of your request, you can ask us to conduct an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: info@mhra.gov.uk

If you remain dissatisfied with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of a request unless the requester has first asked us to conduct an internal review.

The Information Commissioner can be contacted through their online webform at:

<https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Or in writing to: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

-----Original Message-----

From: [REDACTED]  
Sent: Wednesday, February 14, 2024 2:56 PM  
To: MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>  
Subject: FOI 24/154 Freedom of Information request - Use of WhatsApp

Dear Medicines and Healthcare Products Regulatory Agency,

What is your policy in regards to retaining and deleting of messages using the WhatsApp platform?

Do officers dealing with FOI and GDPR have access to those messages if so can you provide a copy of the policy?

Can you give me a copy of the last review of this policy?

Yours faithfully,

[REDACTED]

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Please use this email address for all replies to this request:  
request-1086826-15a038ef@whatdotheyknow.com

Disclaimer: This message and any reply that you make will be published on the internet. Our privacy and copyright policies:

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For more detailed guidance on safely disclosing information, read the latest advice from the ICO:

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Please note that in some cases publication of requests and responses will be delayed.

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