Government Internal Audit Agency

Privacy Notice – Correspondence

GIAA takes your privacy seriously

The Government Internal Audit Agency (GIAA) is committed to protecting personal data. This privacy notice describes how we collect and use personal data when we deal with correspondence (the term correspondence applies to written letters and emails). It applies to personal data provided to GIAA, both by individuals themselves and by others. We may use personal data provided to us for any of the purposes described in this privacy statement or as otherwise stated at the point of collection.

About us

GIAA is an executive agency of His Majesty's Treasury, providing assurance and advisory services across government.

Internal Audit services

Our services involve delivering a risk-based programme of internal audit and assurance activity that culminates in an annual report and opinion on the adequacy and effectiveness of the organisation's framework of governance, risk management and control.

Counter fraud services

We also provide specialist services. GIAA Counter Fraud and Investigation (CF&I) is recognised as a trusted provider of independent, professional and cost-effective counter fraud services across UK Government. Our objectives are to support organisations in enhancing the consistency and quality of their counter fraud response and undertake independent criminal and civil investigations into suspicions of fraud by staff, contracted employees, and providers of services to UK Government.

Our services support organisations in reducing their risk of fraud and protects against the loss of public funds.

Collecting personal data

Personal data means any information concerning an identified/identifiable living person. Personal information we receive may identify (but is not limited to):

• Members of the public

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• Individuals writing on behalf of businesses or organisations
• Individuals submitting requests for information under the Freedom of Information Act, the Environmental Information Regulations (EIRs) and Data Subject Access Requests, Complaints
• Current and former GIAA employees (including contractors and non-executive members)

Correspondence we receive tends to include (but is not limited to) the following personal data relating to correspondents:

- name
- address
- email address
- telephone number
- and may include other miscellaneous personal data

When an individual makes a data subject access request to us, to avoid personal data being sent to another, either accidentally or as a result of deception, it can be necessary for us to confirm their identity. Examples of the information we may request:

- Date of birth
- Other known names or aliases
- Confirmation of address or email address
- A copy of a Passport or Driving License
- A photographic government building pass with the individual's name (if they are an employee of a government body)
- Information relating to their civil service employment (if they are an employee of a government body)
- Information relating to their relationship with GIAA
- Investigation reference number (if they are an employee of a government body)

We kindly request that you do not send us original documents, such as passports or driving licences. Instead, please send electronic copies to correspondence@giaa.gov.uk.

As we do not have the facilities to store or process original documents securely, sending these could compromise their information security. If you are unable to provide electronic copies, please contact us to discuss alternative forms of identification.

Using personal data

We use personal data to ensure that you receive a response to the below:

- Environmental Information Regulations Requests (EIR)
- Data Subject Access Requests (DSARs)
- Freedom of Information Requests (FoI)
- Complaints
- General correspondence and enquiries

The lawful basis for the management of correspondence is that it is necessary for the performance of a task carried out in the public interest. The lawful basis for our processing of personal data for the management of EIRs, DSARs and FOI requests is compliance with a legal obligation to which we are subject.

GIAA does not routinely request special category data for the purpose of responding to correspondence. If it is necessary for a correspondent to provide us with their special category data. Our lawful basis for processing this will be because it is necessary for reasons of substantial public interest for the exercise of a function of this department. An appropriate article 9 condition would be selected in liaison with our Data Protection Specialists. If an Article 9 condition is not met, then GIAA would not process the data.

Protecting personal data

We have put in place measures to protect the security of your information. We treat the security of your data very seriously. We have strict security standards and provide regular training about how to keep information safe. We have put in place appropriate technical and organisational procedures to safeguard and secure the information we collect about you. We regularly review these measures to prevent personal data from being

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accidentally lost, used, or accessed in an unauthorised way, altered or disclosed.

Sharing personal data

It may be necessary to share your personal data we have collected for the purpose of responding to requests and complaints:

- Information Commission (ICO)
- Other UK government departments

We will only share personal data with those who it is necessary to respond to the correspondence. There is no requirement to share the personal data we hold to assist our clients with any requests. Our responses are limited to personal data we hold.

Retaining personal data

We keep personal data in line with our retention policy for correspondence records. This means such records are generally deleted or destroyed in a controlled manner after 5 years. An example of when we would need to keep records for longer is to support an on- going investigations. We do keep a log of the correspondence we receive to support reporting and analysis, which processes minimal amounts of personal data, e.g., name and email address.

Your rights

Individuals have certain rights over their personal data and controllers are responsible for fulfilling these rights. We provide information about these rights when they are available and how to exercise them below.

You have the right to request:

- information about how your personal data is processed;
- a copy of your personal data;
- correction of anything inaccurate in your personal data;
- erasure of your personal data if there is no longer a justification for us storing or processing it; and
- restriction of the processing of your personal data in certain circumstances.

You can also raise an objection about how your personal data is processed. If you have a request or objection, contact our Data Protection Officer (DPO).

More information about your Individual data rights can be found here.

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Contacting us

Contact our Data Protection Officer (DPO) if you:

- wish to make any of the requests described above.
- have questions about anything in this document; or
- think that we have misused or mishandled your personal data.

Data Protection Officer
Government Internal Audit Agency
1 Horse Guards Road
London
Westminster
SW1A 2HQ
Correspondence@giaa.gov.uk

Complaints Procedure

All complaints must be submitted in writing, either by letter or email, using the contact details below:

Correspondence Team
Government Internal Audit Agency
1 Horse Guards Road
London
Westminster
SW1A 2HQ
Correspondence@giaa.gov.uk

Please include your full name and contact details when submitting a complaint.

Your complaint must clearly state the nature of the issue you wish to highlight to GIAA and provide any relevant details or supporting documentation. More information on GIAA'S complaint procedure can be found here.

You have the right to make a complaint at any time to the Information Commission (ICO), the UK supervisory authority for data protection issues (www.ico.org.uk). We would, however, appreciate the chance to deal with your concerns before you approach the ICO so please contact us in the first instance.

Information Commission's Office
4th Floor, No.3 Circle Square
5 Hawkshaw Street
Manchester
M1 7BL
icocasework@ico.org.uk
Telephone: 0303 123 1113
Text phone: 01625 545860
Monday to Friday, 9am to 4:30pm

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Changes to this privacy notice

We may update this Privacy Notice from time to time. Any changes will apply to you and your data immediately. If these changes affect how we process your personal data, GIAA will publish this on the website.