

Ms Emma Dane
Cranfords
1 The Pavilions
Cranford Drive
Knutsford Business Park
WA16 8ZR

18 April 2016

Case Reference Number RFA0621720

Dear Ms Dane

Mr Stephen Ward and Mrs Sandra Ward

Thank you for your correspondence on behalf of your clients in relation to your concerns about NS&I.

Our aim is to improve information rights practices. We do this by taking an overview of all concerns that are raised about an organisation with a view to improving its compliance with the Data Protection Act 1998 ('the DPA').

We cannot look into every concern we receive. We will put most of our effort into dealing with matters we think give us the best opportunity to make a significant difference to an organisation's information rights practices.

Depending on the circumstances, we may give an organisation advice about handling personal information, provide guidance, or ask it to review its procedures.

Please see our website for further information:
<https://ico.org.uk/about-the-ico/our-information/service-standards/>

You are concerned that NS&I might have made an inappropriate disclosure of personal data by issuing documents to a former trustee of a pension scheme.



I should say at the outset that there is no indication of a breach of section 55 of the DPA here.

Section 55 refers to the offence of unlawfully obtaining or disclosing personal data without the consent of the data controller. This is an offence by an individual against a data controller, which does not appear to fit the circumstances here as, if there was a disclosure, it would appear to be by NS&I itself.

In any event, before we look at the issue you raise, we expect you to give the organisation the opportunity to consider it first. This is because we need to see the organisation's response to your concern in order to consider its information rights practices. At this stage there is no evidence of any inappropriate disclosure.

From the information provided to us it does not appear that you have raised this concern with NS&I which means that will not consider this matter further at this stage. If you would like some assistance in raising the concern with NS&I it is available using the following link
<https://ico.org.uk/for-the-public/raising-concerns/>

Once you have received a response from NS&I, if you still have concerns about its information rights practices you should write back to us, quoting the above reference and providing us with a copy of its response. We will then consider the concern and decide if we think there is an opportunity to improve NS&I's information rights practice.

We would also need signed authority from your clients for you to act on their behalf.

Yours sincerely



Joy Corne
Lead Case Officer
Information Commissioner's Office
Tel: 01625 545844

Feedback about our service

If you are dissatisfied with the service you have received, or would like to provide us with feedback of any kind, please let me know

