

  
Via email

**Our Ref: MGLA111018-4973**

5 November 2018

Dear ,

**Freedom of Information Act request**

Thank you for your request for information which the GLA received on 10 October 2018. Your request has been dealt with under the Freedom of Information Act 2000 and we can today provide you with a response to your request.

Your request asked for the following information:

1. *What was the annual number of SARs (Subject Access Request) you processed in the last three financial years (2016/17, 2015/16, 2014/15)*

2016/17 – 3

2015/16 – 4

2014/15 – 5

2. *What were the annual totals (number of SARs) processed, that were responded to beyond the 40 calendar day deadlines?*

2016/17 – 0

2015/16 – 1

2014/15 – 0

3. *In the last financial year (2016/17) what was the average number of days you took to prepare your response to an SAR (within the 40-calendar day deadline)?*

The average response time of the three SAR requests in 2016/17 was 31 days.

4. *In the last financial year (2016/17) what was the duration of the longest response to a single SAR (within the 40-day calendar day deadline)?*

The duration of the longest response to a single SAR in 2016/17 was 38 days.

5. *What is the total number of SARs you are currently processing?*

We are currently handling 4 SAR requests.

6. *Of the total number of SARs currently being processed, how many of these have fallen outside the 40-calendar day deadline?*

As you may already be aware, the General Data Protection Regulation (which replaced the 1998 Data Protection Act) provides that Subject Access Requests must now be answered within one calendar month following the date they are received. Furthermore, the legislation provides that data controllers can extend the time to respond by a further two months if the request is complex or where they receive a number of request from the same individual.

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

Therefore, in line with these new statutory obligations, one current SAR has exceeded one calendar month but this is within a permitted extension as discussed above.

7. *How many people are involved in the processing of a SAR?*

This varies entirely on the scope of each request. Most SAR requests are coordinated by three members of the GLA Information Governance Team.

8. *How much Digital Personal Data ("DPD") do you retain (to the nearest GB/TB?)*

9. *Currently, what is the oldest piece of DPD you retain?*

It is not clear what you are referring to by "digital personal data".

The GLA has several different systems and processes that involve the processing of personal data held in an electronic format, including for example, HR records and details of individuals subscribing to GLA newsletters. Electronic records are not all kept in one place or on one system, and this information is therefore not readily available.

The time required to compile and collate this information would significantly exceed the Fol cost limit provisions – 18 hours of work required to search for, identify, extract, collate and present requested information.

10. *In total, how much data do you store (to the nearest GB/TB)*

- a) *on-premise*

38TB (shared drives and home drives)

- b) *in the cloud?*

5TB (Email, one drive and sharepoint)

**N.B.** These figures do not relate to personal data, but cover all types of electronic files.

11. *To the nearest GB/TB, how big was your email archive for the years 2016/17, 2015/16, 2014/15?*

2014/15 - 2TB,

2015/16 - 2TB,

2016/17 - 2TB

12. *Who is the current provider/technology of that archive?*

We no longer use an archive as we have moved to Cloud storage. Historically it was Symantec Enterprise Vault.

13. *What is your data retention policy around personal information?*

In accordance with the fifth data protection principle of the GDPR, personal data is not retained longer than necessary for the purposes for which it was collected. Enclosed with this response is a copy of the GLA Records Management Policy which included our retention and disposal guidance,

14. *To the nearest GB/TB, how much unstructured data do you hold?*

As with our response to questions 8 and 9, personal data could be stored on a number of different systems across the GLA and the GLA does not hold a figure that would answer your question. Again, the time required to compile and collate this information to provide you with your answer would significantly exceed the FoI cost limit provisions.

15. *What is your process/method for discovering personally identifiable information?*

The GLA does not currently employ any specific discovery tools or software.

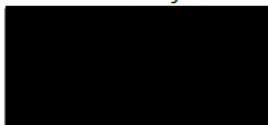
We have estimated that the cost of complying with questions 8, 9 and 14 of your request would exceed the "appropriate limit" specified in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

Section 12 of the Act provides that a public authority is not obliged to comply with a request if it estimates that the cost of determining whether we hold the information, locating and retrieving it and extracting it from other information would exceed the appropriate limit. The aforementioned Fees Regulations stipulate that this limit is £450; calculated at £25 per hour for every hour spent on the activities described and equates to or exceeds 18 hours of work.

While the Act states that we are not required to comply with any part of a request if any part of it exceeds this cost limit, we have provided you with the information we hold in relation to the remaining parts of this request where possible as this information is considerably more straightforward to locate and provide. However, we have refused these three parts of your request under the cost limit provisions of section 12 of the Freedom of Information Act and this letter therefore constitutes a refusal notice under section 17(1) of the Act.

If you have any further questions relating to this matter, please contact me, quoting the reference at the top of this letter.

Yours sincerely



If you are unhappy with the way the GLA has handled your request, you may complain using the GLA's FOI complaints and internal review procedure, available at:  
<https://www.london.gov.uk/about-us/governance-and-spending/sharing-our-information/freedom-information>