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**NCA**

National Crime Agency

# Information Charter

10/12/2021

v3.0

**Leading the UK's fight to cut serious and organised crime**

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# Introduction

The NCA is a government agency responsible for tackling serious and organised crime. We rely on information from members of the public, private organisations and other government bodies to help us combat crime and protect the community. We are committed to maintaining the quality of the information we hold and to ensuring that it is managed ethically and legally. This Charter sets out the information management standards you can expect from us.

## INFORMATION MANAGEMENT STANDARDS

### 1. Fairness

The NCA will always manage our information in a fair and ethical manner, balancing:

- the rights of the individual, including their privacy;
- our duty to protect the public from crime; and,
- our partners' legitimate interests.

### 2. Lawfulness

The NCA will always manage information in accordance with the law and in furtherance of its statutory crime reduction and criminal intelligence functions set out in the Crime and Courts Act 2013. In exercising these functions the NCA will always act in accordance with the Human Rights Act, Data Protection Act 2018, UK General Data Protection Regulation and other relevant legislation.

### 3. Quality

The NCA will only collect and retain information it need to perform its functions. The Agency will assess the reliability of the information it receives and ensure the information it holds is accurately recorded. If it holds information about you, you can ask us to correct any mistakes in our records. Information will not be kept for any longer than is necessary. The Agency will periodically review the information it holds and delete, destroy or put beyond use the information it no longer needs.

## **4. Security**

The NCA will ensure that information is handled securely, in accordance with all applicable government standards. Access to information will be restricted to authorised officers and contractors, in connection with official business. Personal information will only be disclosed to undertake Agency functions or the disclosure is otherwise in the public interest and is authorised by law.

## **5. Openness**

The NCA will make information publicly available, unless there is good reason not to.

The Director General will publish information about the NCA, in accordance with the NCA Framework Document and our publication policy (this satisfying the NCA's 'duty to publish' information about its functions and other relevant matters, as outlines in section 6 of the Crime and Courts Act 2013).

Due to the sensitive nature of the information we hold the National Crime Agency is not subject to the Freedom of Information Act 2000. Consequently we will not supply information to the public under this Act.

You can find out if we hold any personal information about you by making a 'subject access request' under Data Protection legislation. If we do hold information about you, we will provide you with the information and tell you why we are holding it, unless there's a good reason not to do so. This might be the case where providing the information to you would prejudice a criminal investigation.

The Chief Data Office (CDO) is responsible for the discharge of the Agency's obligations under the UK GDPR/Data Protection Act 2018 in respect of subject access requests.

CDO can be contacted by post or email at:

National Crime Agency  
Chief Data Office  
PO BOX 8000  
London  
SE11 5EN  
Email: [StatutoryDisclosureTeam@nca.gov.uk](mailto:StatutoryDisclosureTeam@nca.gov.uk)

## **SHARING INFORMATION WITH THE NCA**

If you have information which will help us to combat crime you can share it with us under the Crime and Courts Act 2013. You can share this information with us even if you hold it in confidence<sup>1</sup>.

Where the Agency believe that you hold, or may hold, information which will help us to combat crime we may ask you to share it voluntarily. This will only be done if it is believed that the information is required for an NCA function. Sharing information with the Agency, which is needed to combat crime, is permitted by the Data Protection Act 2018.

Where appropriate the NCA will enter into a written information sharing agreement with you and undertake a data privacy impact assessment. This may be the case where you want to assist us on an ongoing basis or are sharing an unusually large amount of information.

If the information you provide is commercially sensitive or includes intellectual property reasonable measures will be taken to protect this information in consultation with you.

The NCA will always apply its information management standards to any information you provide us.

## **RECEIVING INFORMATION FROM THE NCA**

We may share information with you if we think this will help to combat crime. This information may be sensitive. If you receive information from us you must not disclose it to anyone else without our permission. Information provided by or relating to the NCA is absolutely exempt from disclosure under the Freedom of Information Act 2000.

## **BULK DATA**

The analysis of large datasets is an essential tool in the fight against serious and organised crime in the digital age. The Agency realises this may be a source of concern for many people and will therefore, always manage bulk data in accordance with the information management standards set out in this Charter.

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<sup>1</sup> The Crime and Courts Act does not authorise disclosures by members of the intelligence service or which are prohibited by Part 1 of the Regulation of Investigatory Powers Act 2000.

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The Agency maintains a number of databases containing information about serious and organised crime and the Agency's activities to combat serious and organised crime. These databases form the Agency's corporate record. The Agency sometimes collects and analyses datasets which do not relate to crime directly, but which contain information that can be used to combat serious and organised crime. By their nature these datasets often include personal information relating to persons not of interest to law enforcement. The collection and analysis of these datasets is subject to strict authorisation procedures. Access to these datasets is strictly limited to authorised officers and those authorised to manage NCA information. These datasets are analysed in a timely manner and personal information which is excessive or irrelevant is deleted.

## **RESPONSIBILITIES**

The Director General of the NCA is the data controller for the NCA.

The Director General shall appoint a Senior Information Risk Owner (SIRO) who will have overall responsibility for maintaining our information management standards in compliance with this Charter. The SIRO is a senior NCA officer (Director) and a member of the NCA's Board. They define the escalation path for risk management decisions to the Board.

The SIRO ensures that:

- this Charter is supported by appropriate training, guidance, policies and procedures;
- appropriate technical measures are taken to achieve the standards set out in this Charter; and,
- NCA officers and contractors maintain appropriate information management skills to achieve the standards set in this Charter.

The NCA also has a Data Protection Officer who advises and informs the Agency in relation to its compliance with the requirements of the Data Protection Act 2018 and UK GDPR.

## **COMPLAINTS & FURTHER INFORMATION**

If you feel that the information standards in this Charter are not being met or you would simply like further information you can raise your concerns by emailing [dpo@nca.gov.uk](mailto:dpo@nca.gov.uk) or writing to us at:

National Crime Agency  
Data Protection Officer  
PO BOX 8000  
London

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SE11 5EN

For further information on how the NCA processes personal data relating to members of the public, how it is protected and the rights of individuals please see the NCA Privacy Notice.

General information about data protection is available at the Information Commissioner's website [www.ico.org.uk](http://www.ico.org.uk).

For independent advice and complaints about data protection you can also contact the Information Commissioner at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113

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