

5 September 2023

IC-248699-J1F7

## Request

You asked us:

*"For copies of the following DPIAs:*

*Microsoft Teams – Draft DPIA.pdf*  
*Enabling Teams for Civil Interviews – Draft DPIA.pdf*  
*Enabling Teams for Criminal Interviews – Draft DPIA.pdf*  
*Office 365 – Draft DPIA.pdf*  
*Convene in Teams - Draft DPIA.pdf\**  
*Microsoft Cortana Voice Recognition – Draft DPIA.pdf\**  
*Windows Hello – Draft DPIA.pdf\**  
*Twilio Sendgrid*  
*Crimson*  
*Bundledocs*  
*Tricostar Software*  
*Casework/CMEH*  
*ICE 360"*

We received your request on 1 August 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

I would like to apologise for the delay in responding to this request.

## Our response

I have consulted with the relevant areas of the ICO and I can confirm that we do hold information in scope of your request. I have attached the relevant information to this email. There is some additional context to the DPIAs below:

The Microsoft Office 365 DPIA supersedes the DPIA for Microsoft Teams. I have included the latest version of our Office 365 DPIA as part of this request.

Microsoft Convene was trialled, and has not yet been implemented. A draft DPIA was produced on this basis. Microsoft Cortana Voice Recognition was also not implemented, and a draft DPIA was again produced in anticipation that it may be required. Both DPIAs are attached to this response.

Crimson was implemented prior to the introduction of GDPR and the requirement to produce DPIAs for certain types of processing. However, a Privacy and Security Impact Assessment was carried out in 2017 and later reviewed in 2019. This will be subject to a further review in the near future. Although not technically a 'DPIA', and therefore not in scope of your request, we have included it here as it is broadly equivalent to one.

Tricostar was also not implemented and there is no DPIA available.

Our use of CMEH pre-dates GDPR & DPIA requirements and casework was moved to ICE a few years ago and as such there is no DPIA available.

The other DPIAs that you have requested are attached to this response.

This concludes our response to your request.

### **Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA and EIR. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

### **Your information**

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely

Senior Information Access Officer



Information Access Team  
Risk and Governance Department, Corporate Strategy and  
Planning Service  
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