

14 March 2024

IC-290286-R6S6

Request

"I note that you have decided to implement a much published ban of the use of fingerprinting and facial recognition at Serco locations

As you are aware the technology is in widespread use and has been for several years therefore I would like to know the following

How many other firms have you investigated in the use of this technology

At how many other firms have such a banning order been issued in the blast 12 months

When and how did you become aware of Serco's use of the technology

Have you had communication with Serco before the ban was implemented informing them that they may be in breach of the regulations"

We received your request on 23 February 2024.

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

Our response

We hold information in scope of your request.

1. *How many other firms have you investigated in the use of this technology*

We have taken 'this technology' to mean the processing of biometric data, specifically fingerprinting and facial recognition technology.

Having undertaken reasonable searches we can confirm that we hold a record of 14 investigations.

However, we do not have a reliable means of identifying biometric cases on our system so we have arrived at this figure after manually searching case summary information. This means that we cannot guarantee its accuracy.

2. *At how many other firms have such a banning order been issued in the last 12 months*

Firstly, we should clarify that we did not issue a banning order to Serco, rather Enforcement Notices were served.

We have not served any other Enforcement Notices about biometric data in the past twelve months.

3. *When and how did you become aware of Serco's use of the technology*

Have you had communication with Serco before the ban was implemented informing them that they may be in breach of the regulations"

This information can be found in the [published Enforcement Notices](#).

The information in relation to this part of your request is therefore withheld under section 21 of the FOIA. This exempts information that is reasonably accessible to the applicant elsewhere.

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](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. 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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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