

20 June 2024

IC-313610-Q1N3

Request

You asked us:

Could you tell me if Serco also had issues with the storage of the FR/biometric data?

When you say "unlawfully processing the biometric data" was was unlawful about their processing?

We received your request on 18 June 2024.

To the extent that you have requested a copy of recorded information we hold, we have handled this under the the Freedom of Information Act 2000 (the FOIA).

Our response

We hold some information in scope of your request.

The [enforcement notices](#) issued to Serco Leisure and associated Trusts can be found on our website. These notices set out the reasoning behind the Commissioner's decision.

The notices do not make reference to the security of the data. I have searched our casework management system and have not located any relevant data breach reports by Serco involving biometric data.

Because the notices are available on our website they are technically withheld from disclosure under section 21 of the FOIA. This exemption relates to information that is reasonably accessible to the applicant.

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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