

DRAFT - PROTECT

Freedom of Information Act 2000 (FOIA)

Decision notice

Date: 19 December 2024

Public Authority: Secretary of State for the Home Department
(Home Office)

Address: 2 Marsham Street
London
SW1P 4DF

1. Request:

The complainant requested the following information from the Secretary of State for the Home Department (Home Office) on 24 October 2024:

"I would like to make a Freedom of Information request relating to the UK Visa and Citizenship Application Services (UKVCAS) contract that is provided by TLScontact.

Please can you confirm if TLScontact are permitted in the UKVCAS contract to handle personal customer data (for example: full name, address, email address, phone number, biometrics, uploads of passports/travel documents) outside of the United Kingdom?

If yes, please can you confirm in which countries this data is being handled?"

2. Commissioner's Decision:

A public authority will breach section 10 of FOIA if it fails to respond to a request within 20 working days. Based on evidence available to the Commissioner, by the date of this notice the public authority has not issued a substantive response to this request. Therefore the Commissioner finds a breach of section 10.

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3. Steps:

The public authority must provide a substantive response to the request in accordance with its obligations under FOIA.

The public authority must take this step within 30 calendar days of the date of this decision notice. Failure to comply may result in the Commissioner making written certification of this fact to the High Court pursuant to section 54 of FOIA and may be dealt with as a contempt of court.

4. Right of Appeal:

Either party has the right to appeal against this decision notice to the First-tier Tribunal (Information Rights). Information about the appeals process may be obtained from:

First-tier Tribunal (Information Rights)
GRC & GRP Tribunals,
PO Box 9300,
LEICESTER,
LE1 8DJ

Tel: 0203 936 8963

Fax: 0870 739 5836

Email: grc@justice.gov.uk

Website: www.justice.gov.uk/tribunals/general-regulatory-chamber

Any Notice of Appeal should be served on the Tribunal within 28 (calendar) days of the date on which this decision notice is sent.

**Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF**