

## **FREEDOM OF INFORMATION ACT 2000**

Your request for information has now been considered and the Council's response to your questions is shown below.

### **You asked:**

**The Leicester City council one card has recently been bought to my attention.**

**I wonder if you can outline the security steps have been taken to protect the massive amounts of data that this system will provide to LCC. I do not expect specifics just encryption standards for data at rest, and in transit, and logging of access standards etc.**

**Also I'm assuming this is an outsourced project. Can you assure me that all data will be kept in the Eu and not sent to a location vulnerable to data breaches or where data protection laws are lax.**

**Can you also assure me that the company chosen to provide this service does not have any presence in the United States thus making the data vulnerable to "interception" by agencies such as the NSA.**

### **ANSWER**

All data held within the card management system is held in accordance with Data Protection Law and is securely held within the EU.

With regard to the overall system:

The ITSO system used is as per the same standards used for the English National Concessionary Travel Scheme as mandated by the Department for Transport (DfT) based on their Crown Copyright specification.

For the data being transmitted, the Leicester City Council (LCC) System onecard data is encrypted and system components are certified to the DfT ITSO standards.

LCC access to system one data is secured over SSL.

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such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager**  
**Information and Customer Access**  
**Leicester City Council**  
**FREEPOST (LE985/33)**  
**New Walk Centre**  
**LEICESTER LE1 6ZG**

e-mail: [info.requests@leicester.gov.uk](mailto:info.requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow SK9 5AF**  
**Telephone: 01625 545 700**

[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.