

Security Investigations Manager's Data Handling Process – Fujitsu Horizon Data Request

When information from Horizon required supporting conduct of criminal investigations and prosecutions as per the Conduct of Criminal Investigations Policy:

1. a request for information is sent to Fujitsu via the Case Work Team. The request is emailed to the Post Office Security email inbox (Case Work Team's email) by the Security Manager (SM) from a Post Office email address.
2. The request is contained in an MS Word document, which is protected using password.
3. The password is email to the Case Work Team in a separate email.
4. When encrypted CD's are received from the Casework Team, they are sent to the SM by Special Delivery Mail. The password is emailed to the SM.
5. When the SM receives the Disc and email with the password information required for evidence is downloaded to on to the SM's laptop. Extracts maybe printed off for use during an interview. This extract would be placed in Appendix 'B' (evidence Appendix) in the Case files ("Green Jackets" (GJ)). Printing of the full data maybe required for a trial.
6. Encrypted CD is retained by the investigator manager and stored in their locked personal pedestals, which they only have keys for.
7. Passwords are not written down or kept with the CDs.
8. The GJ (Case File) are then sent including Appendix B – Contains evidence (**possibly encrypted / not full credit card information from the CD**)
9. GJ Sent back to the Case Work Team by RMG Special Delivery tracked.
10. Email is sent to Casework Team confirming despatch.
11. Require acknowledgment of receipt via email to the relevant SM.
12. Case Work (CW) team log receipt of the GJ in there ARQ spread sheet
13. GJ is then sent to the Lawyers Cartwright King by the Case Work team.
14. Lawyers will review evidence and may take copy of the evidence, which may contain CC info.
15. If decision is made to prosecute, the file (GJ) copied (copies retained) and the original is sent back to the Case Work Team.
16. Casework team then send it to Post Office Head of Security to review and decide to whether to proceed to prosecution.
17. The GJ, is then sent back to Case Work Team. Will log the decision to whether prosecute or not.

18. The GJ is then sent back to the Investigation Manager. To review advice from Lawyers and the Post Office Head of Security.
19. If decision not to prosecute – then Investigation manager complete closure form and sends file (GJ) back to Case work team for archiving. ARQ database will updated to reflect the decision.
20. Encrypted CD is sent with the GJ?????? ---- Casework Team to clarify.
21. If **decision to prosecute** then SM will retain GJ until the whole process is completed which could be months or years. CD will be retained by the SM in their pedestal until completion or sent for storage to Chesterfield Exhibit Store. (Process attached)
22. If the case results in conviction, sentence being imposed – the CD is retained for minimum 6 months or the length of the sentence, whichever is **greater. (Chris Knight). Responsible.** CD is retained in exist Exhibit store in Chesterfield - this is separate to the Archive. ****At present CD remains with GJ. Exhibit Process should be used going forward****
23. Once the process is complete the CD is sent back to the Case Work (CW) Team to be destroyed. CD send back to Casework Team as soon as possible. Exhibit Process should be used.
24. The Green Jackets are archived for 3 years for non-conviction cases and 5 years for cases resulting in prosecutions. GJ
25. The GJs are destroyed after the retention period by.....??.using.....??and confirmation of destruction provided to the CW team?

Copies of Files Retained by Lawyers

Copies of files retained by the lawyers????????? What happens to these?

26. Evidence shared with defence lawyers in advance and 9 copies of file shared with the court. Copies for jury members (one shared between two), one for the judge, one for each of the barrister's prosecution and defence and one for the witnesses.

Lawyers Cartwright King should recoup all copies and destroy them. But this is not confirmed? Need this clarified that all copies are actually destroyed and confirmation provided to POL investigation manager.