
From: Dave Posnett [GRO]
Sent: Fri 02/05/2014 3:54:12 PM (UTC)
To: Ashlie Colman [GRO]; Mark Dennett [GRO]
Aftab Ali [GRO]; Gordon Y Grant [GRO]
Andrew S McCabel [GRO]; Christopher G
Knight [GRO]
Cc: Andy Hayward [GRO]
Subject: FW: Fujitsu ARQ requests
Attachment: Security Investigations Data Handling Process v1 0.doc

All ... FYI.

Regards,

Dave Posnett | Accredited Financial Investigator

Security Team, 5th Floor Bunhill Row Wing, 148 Old St, London, EC1V 9HQ

[GRO] Postline [GRO]
[GRO] Mobex [GRO]
[GRO]

POST
OFFICE

From: Jayne Bradbury
Sent: 02 May 2014 16:27
To: Helen Dickinson; Dave Posnett
Cc: Simon I Hutchinson; Andy Hayward
Subject: Fujitsu ARQ requests

Hello,

In line with the process that was agreed by Info Sec, and our compliance to this was subject to passing the strict PCI/ISO audit, I would like to reinforce a couple of things.

Project Sparrow, quite understandably, have used up a substantial amount of the Fujitsu allocation for disc data. Therefore, we need to be really mindful of not adding additional costs unnecessarily. Can you please bear in mind the following when placing any requests:-

- Fujitsu requests should only be requested if there is a case raised – we cannot order ARQ requests for Police or other outside agencies to assist with their enquires, this is a legislation from Info Sec at the last PCI/ISO audit.
- We should not be requesting ARQ data to support/defend SPMR/Contract Managers i.e supporting transaction corrections (this is not a tool to be used as evidence to support SPMR or Contract Managers)
- When requesting data, please ensure that you have fully investigated and understand the data requirements prior to the request. The request must be very specific to your needs and there should not be subsequent requests for the same enquiry. Each request is a minimum of £600, and multiple months data will increase this.
- You must have exhausted all other sources to obtain the data – Credence data is available for the last 3 months, Statements can be provided with using Credence as evidence.

- If a statement is required from Fujitsu it should be requested at the time of the ARQ request.
- Special requests should only be used in exceptional circumstances and again need to be very specific to the requirements of the enquiry. These cannot come out of the allocation and will always incur additional costs.

Can I also remind you that when requesting data via an email, please do not include full account numbers and PAN number in the body of an e mail as this is not DPA compliant – the numbers must be encrypted or password protected.

Helen - Steve Bradshaw is really good at looking at the requests, can I suggest that Steve is the point of contact for looking at "Special requests" prior to these being requested.

Please can you cascade this to your teams.

Kind regards

Jayne Bradbury | Security Manager

4th Floor, 120 Bark Street, Bolton, BL1 2AX

