

Reference: 01672054

Information Requests
information.requests@ofcom.org.uk

12 October 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning safeguards/risk assessments in place for support to Ofcom's Salesforce system. Your request was received on 14 September 2023 and we have considered it under the Freedom of Information Act 2000 (the FOI Act).

Your request

"The UK GDPR does restrict transfer of data to other countries outside of UK, unless appropriate safeguards or derogations are in place, together with a transfer risk assessment.

.....please could I view any safeguards / risk assessments and have confirmation that these are in place with the various countries (outside of UK) that give 24 hour 7 days per week support to Ofcoms Salesforce systems."

Our response

On 30 August 2023 our Spectrum Licensing Team informed you that all of our support/systems relating to Salesforce is in the UK, so there aren't any examples of any risk assessments that we can give out with regards to data outside the UK.

In respect to Ofcom's outsource service provider, access to Ofcom data is only granted under strict access controls and provided to individuals based on necessity to fulfil specific job roles. All approvals are made on a case-by-case basis.

Access is only made available within a secure room and via a subnet of Ofcom's own managed network and only using authorised Ofcom devices. All access to Ofcom systems and data is continually monitored, audited and managed centrally.

If you have any further queries, then please send them to information.requests@ofcom.org.uk quoting the reference number above in any future communications.

Yours sincerely

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If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact information.requests@ofcom.org.uk

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF