



Freedom of Information Request Reference N^o: FOI 007713-17

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 18 December 2017 in which you sought access to the following information:

"I am writing to request information under the Freedom of Information Act 2000 and would be grateful for your response by email to the following relating to digital signature pads.

1. *The model of digital signature pad used in your force's custody suites*
2. *The records management system used within your force's custody suites e.g. NicheRMS, CapitaRMS*
3. *Please indicate which of the following data is captured, integrated and recorded against a custody record once a detainee signs their signature on your force's digital signature pad:*
 - a. *Image only*
 - b. *Image and raw biometric data*
4. *The name of the integration software used to integrate the raw biometric data into the custody record*
5. *Please indicate which of the following applies on a printed copy of a custody record:*
 - a. *The actual size of the signature is maintained*
 - b. *The signature image is reduced in size but maintains clean lines – high resolution image*
 - c. *The signature image is reduced in size and the signature appears with many jagged edges/ heavily pixelated – low resolution image*
6. *Since the current model of digital signature pads have been used by your force, how many Subject Access Request applicants have sought their signature biometric data?*

Please note, questions 3 and 4 may likely need to be referred by a database information analyst to the company project manager/representative allocated to your force."

Response to your Request

The response provided below is correct as of 18 December 2017

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

1. The model of digital signature pad use by Suffolk and Norfolk Constabularies is called Topaz.
2. The records management system used is Athena (Northgate Product)
3. Raw biometrics data, starts out as analogue data, and consists of fingerprints, face scans, voice recognition, iris patterns or other anatomical imprints. Computer systems can only read digital data, so biometric systems convert analogue information into digital information that computers can read. A signature pad simply records the Signature as an Image and nothing else, it doesn't record any other data, scans or otherwise.
4. The photograph of the detainee is taken and attached to the custody record on Athena, there is no additional software.
5. The signature provided on the signature pad is displayed on the screen in front of the detainee as they sign. With the current settings, the signature on the screen appears larger than the physical action on the pad. On a printed document, the signature appears reduced in size and retains clean lines and appears of a good overall image.
6. The Constabularies have received no Subject Access Requests seeking access to signature biometric data.

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.org.uk or contact them at the address shown below:

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