

In response to the important and necessary measures required to support the fight against Coronavirus, it is necessary for us to review working practices and apply prioritisation to our workload. We have had to take action which will reduce the number of visits to the office, therefore as of the 24th March 2020 we will no longer be in a position to accept correspondence by post. Until further notice please use the following methods of contact:

Type	Telephone	E-mail
Disclosure and Barring	0191 3752582	disclosure@durham.pnn.police.uk
Data Protection Right of Access	0191 3752585	data.protection@durham.pnn.police.uk
Freedom of Information	0191 3752594	foi@durham.pnn.police.uk

In order to support the Government in its aim to appoint and deploy 750k volunteers to help those people who are most vulnerable and at risk, it is essential that we focus on this area of work and prioritise the protection and safeguarding of our community.

As a result of this we would like to take the early opportunity to inform you that there may be a delay in response to some disclosure requests, including Data Protection Right of Access and Freedom of Information (FOI). We will do our utmost to maintain our service delivery, however there will be occasions when our response times will fall outside any statutory or other expected timescales, due to this national crisis.

The Information Commissioner has recognised the country is facing an unprecedented challenge and is fully aware that it may become necessary for public authorities to divert staff to other priorities. You can read more about the Commissioner's comments about this on the ICO's website.

<https://ico.org.uk/about-the-ico/news-and-events/icos-blog-on-its-information-rights-work/>

At this difficult time for us all we ask for your understanding. If your request is not urgent or any existing requests you have previously submitted can be retracted please let us know by using the relevant contact methods detailed above.

In response to information specifically relating to the Covid-19 (Coronavirus) pandemic, we will be engaging the statutory exemption set out in Section 22 of the Freedom of Information Act 2000 (Section 22 – information intended for future publication) and legally adopting the national signed off policing Operation Talla Publication Strategy. To that end, all FOI requests capturing information relating to the subject area of Coronavirus will be, until further notice referred to the National Police Chiefs' Council (NPCC) Freedom of Information and Data Protection Unit (NPFDU) as per College of Policing Authorised Professional Practice (APP), and, following the consideration of public interest considerations may be refused so that staff are not diverted from more pressing work.

The national Operation Talla Publication Strategy can be found here

<https://www.npcc.police.uk/COVID%2019/Operation%20Talla%20Publication%20Strategy%2026052020.pdf>

We have also published a specific Covid-19 Privacy Notice to provide information on how we may process personal data. You can find further information on our website or by clicking on the link below.

[Covid-19 Privacy Notice](#)

We thank you for your continued understanding and patience.