



London Borough of Barnet,
2 Bristol Avenue,
Colindale,
London NW9 4EW
11 September 2019
Our ref: 5575976

Thank you for your request received on 27 August 2019, for the following information:

Under the Freedom of Information Act 2000, please provide me with a list of every password used for the @BarnetCouncil Twitter account in the last 24 months (with dates if possible), excluding the current password.

Please also provide the name and job title of the person responsible for choosing and changing the password, and a copy of any guidance or policy relating to how they should choose it and how regularly they should

We have processed this request under the Freedom of Information Act 2000.

Response

I can confirm that London Borough of Barnet holds the information you requested.

However, we believe that the exemptions detailed below apply to some/all the information you requested and so we are withholding that information. Please see the Refusal Notice below.

Under the Freedom of Information Act 2000, please provide me with a list of every password used for the @BarnetCouncil Twitter account in the last 24 months (with dates if possible), excluding the current password.

We consider that the qualified exemption set out in Section 31 (Law enforcement) subsection applies to the information requested. Therefore, we have decided to withhold the information.

While there may be public interest in knowing this information, the ICT Department considers that providing the requested information would, or would be likely to, substantially prejudice and present a significant risk to the security arrangements in place to protect the network. Therefore we believe the public interests in maintaining the security of our systems overrides the public interest in making details of previous Twitter account passwords used public.

In applying this exemption, we have had to balance the public interest in withholding the information against the interest in favour of disclosure.

For Disclosure:

- Confirmation of possession would demonstrate a commitment to transparency with regard to the council's undertakings, and could provide assurance that the council have robust IT infrastructure in place

Against Disclosure:

- Maintaining the integrity and security of the council's systems, including London Borough of Barnet Twitter accounts
- Preventing cyber-attacks and similar against the council systems.

On balance the public interest in maintaining the exemption outweighs that in confirming or denying whether information is held and therefore the council neither confirms nor denies whether this information is held.

Please also provide the name and job title of the person responsible for choosing and changing the password, and a copy of any guidance or policy relating to how they should choose it and how regularly they should

The password would be changed by one of the Comms team not one individual. The Password procedure is also attached.

Further information

If you are interested in the data that the council holds you may wish to visit Open Barnet, the council's data portal. This brings together all our published datasets and other information of interest on one searchable database for anyone, anywhere to access. <http://open.barnet.gov.uk/>

Advice and Assistance : Direct Marketing

If you are a company that intends to use the names and contact details of council officers (or other officers) provided in this response for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference.

You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link www.ico.org.uk

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.

Your rights

If you are unhappy with the way your request for information has been handled, you can request a review within the next 40 working days by writing to the Information Management Team at: foi@barnet.gov.uk. Or by post to Information Management Team (FOI) London Borough of Barnet, 2 Bristol Avenue, Colindale, NW9 4EW

If, having exhausted our review procedure, you remain dissatisfied with the handling of your request or complaint, you will have a right to appeal to the Information Commissioner at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF (telephone: 0303 123 1113; website www.ico.org.uk). There is no charge for making an appeal.