



Information Commissioner's Office

DATA PROTECTION ACT 1998
SUPERVISORY POWERS OF
THE INFORMATION COMMISSIONER

UNDERTAKING

Data Controller: Alliance & Leicester plc
Company Reg. No.: 3263713
Registered Office: Carlton Park
Narborough
Leicester
LE19 0AL

We, Alliance & Leicester plc, whose registered office is at Carlton Park, Narborough, Leicester LE19 0AL acknowledge the following:-

1. Alliance & Leicester plc is the data controller as defined in section 1(1) of the Data Protection Act 1998 ("the Act"), in respect of the processing of personal data carried on by Alliance & Leicester plc and is referred to in this Undertaking as the "data controller". Section 4(4) of the Act provides that, subject to section 27(1) of the Act, it is the duty of a data controller to comply with the data protection principles in relation to all personal data in respect of which it is a data controller.
2. The Information Commission (ICO) has received complaints that items of personal information were recovered from refuse bins used by the Nottingham branch of the data controller. This personal information consisted of a premier current account application form, a life assurance letter in the name of a customer and a credit card application form containing the personal details of the applicant.
3. The ICO has considered the data controller's compliance with the provisions of the Act and in particular the Seventh Data Protection Principle in the light of this matter.
4. Following consideration of representations made by the data controller in a letter dated 22nd November 2006, it has been agreed that the data controller will undertake as follows to the ICO:

The data controller shall continue to ensure that personal data is processed in accordance with the Seventh Data Protection Principle in Schedule 1 Part 1 of the Act (or any successor legislative or regulatory provision) and that its data protection procedures and, in particular, its Confidential Waste Policy are strictly adhered to, to ensure that the correct procedures are in place for the handling and disposal of confidential waste including personal information.



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The data controller also confirms that its employees have been reminded of the obligations placed upon them in relation to the processing of personal information and all other aspects of customer confidentiality.

Dated 15-2-07



Signed
Chief Executive Alliance & Leicester plc



Signed
For the Information Commissioner