

DATA PROTECTION ACT 1998

SUPERVISORY POWERS OF THE INFORMATION COMMISSIONER

UNDERTAKING

Data Controller: The Co-operative Bank plc

Company Reg. No: 990937

Head Office: P.O Box 101
1 Balloon Street
Manchester
M60 4EP

I David Anderson, Chief Executive of The Co-operative Bank plc P.O Box 101, 1 Balloon Street, Manchester M60 4EP on behalf of the Co-operative Bank plc hereby acknowledge the details set out below and undertake to comply with the terms of the following undertaking;

1. The Co-operative Bank 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 the Co-operative Bank 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 Commissioner (ICO) has received a complaint regarding the processing of personal data by the data controller, and in particular that items of personal information were found in a rubbish bin outside the Watford branch of the data controller. This information included a letter from a customer showing the customer's name address and account number, a computer print out showing the name address and account number of another customer, and a motor insurance quote showing details of the vehicle and its owner,
3. The ICO has considered the data controller's compliance with the provisions of the Act in the light of this matter. The relevant provision of the Act is the Seventh Data Protection Principle. This Principle is set out at Part 1 of Schedule 1 to the Act. A copy of the Data Protection Principles is attached.



Information Commissioner's Office


4. By a letter dated 4th December 2006, the data controller made representations to the ICO


Following consideration of those representations it has been agreed that, in consideration of the ICO not exercising his powers to serve an Enforcement Notice under section 40 of the Act, the data controller undertakes as follows:-

The data controller shall, as from the date of this undertaking and for so long as similar standards are required by the Act or other successor legislation from other data controllers in similar circumstances, ensure that personal data is processed in accordance with the Seventh Data Protection Principle in Schedule 1 Part 1 of the Act, and in particular that,

- ***all data protection procedures are updated and strictly adhered to, so as to ensure the correct procedures are in place for the handing and disposal of confidential waste including personal information, and***
- ***adequate and relevant data protection training be given to all employees, including sub-contractors who may have responsibility for confidential waste disposal, in order to ensure that such personal information is disposed of in a secure manner.***

Dated... 14 FEBRUARY 2007

Signed 
For the Co-operative Bank plc

Signed 
Mick Gorrill (Head of Regulatory Action Division)
For the Information Commissioner