

Reference: 1892984

Information Requests
information.requests@ofcom.org.uk

7 October 2024

Freedom of Information request: Right to know request

Thank you for your request for information about NICC ND 1437 - guidelines to call tracing.

We received this request on 9 September 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

Under the Freedom of Information Act 2000, I'd be grateful if you would please provide information held by the ICO relating to NICC ND 1437, "Guidelines for the Tracing of Calls Across and Between Networks"

(<https://niccstandards.org.uk/wp-content/uploads/2019/03/ND1437-V2.1.1.pdf>).

I'd be particularly interested in:

- 1. Information relating to engagement with Communications Providers.*
- 2. Information relating to engagement with the ICO, or government departments, including any data sharing arrangements or cooperation arrangements.*
- 3. Any guidelines and procedures for use of / exercise of these Guidelines by Ofcom*
- 4. Any guidance issued to Communications Providers about handling requests made under these Guidelines*
- 5. Statistical information about the number and nature of requests made by Ofcom to Communications Providers under these Guidelines.*

We have taken your request to be for information held by Ofcom.

Ofcom used to carry out call tracing under NICC ND 1437 but this is no longer carried out due to practicable issues including the labour-intensive nature of the process. Our records indicate that this was last carried out in 2020.

In relation to questions 1 to 3, we do not hold the information.

We note that you have not specified what time period you wish for the information to cover. In relation to questions 4 and 5, we may hold some information in scope of your request from prior to 2020 however this will likely be limited or incomplete due to the expiry of the data retention period

for the relevant documents. Any limited information we may have would either be old or not accurately represent the work we used to carry out on this.

For question 4, it was not clear whether you were after formal guidance published, however, in case it is helpful to know, when we used to issue requests for call tracing to providers, we would explain to them, e.g via email, what sort of information we were after and how to respond to our call tracing requests.

Should you wish for us to search for any information we hold on questions 4 and 5, please confirm what period/years the information should relate to.

With this in mind, do let us know if you have any further queries - please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).