

XXXXXX  
XXXXXX

Our Ref: F0008402

5 January 2012

XXXXXXXX

---

**Freedom of Information request - F0008402**

Thank you for your information request of 6 December 2011. In your request you asked;

1. a.) How many laptops have been reported lost/stolen from your department in the last 12 months? b.) And the 12 months prior to that?
2. a.) In total, how many mobile phones (smartphones and non smartphones) have been reported lost/stolen from your department in the last 12 months? b.) And the 12 months prior to that?
3. a.) How many smartphones have been reported lost/stolen from your department in the last 12 months? b.) And the 12 months prior to that?
4. a.) How many tablet devices have been reported lost/stolen from your department in the last 12 months? b.) And the 12 months prior to that?
5. Of q.3, how many of these were a.) iphone, b.) blackberry c.) android d.) other
6. Of q.4, how many of these were a.) iPad, b.) other
7. How many mobile phones does your department have control over?
8. How many of 7.) are encrypted?
9. How many of 2.) were encrypted?
10. What kind of encryption technology do you use for mobile phones? Please give details.
11. How much do you estimate your lost devices to have cost the department?

I am writing to confirm that the Department has now completed its search for the information. I have answered your questions in the order they were asked, for the whole Department including its seven Executive Agencies, a shared service centre (SSC) and the central Department. The figures provided do not include losses or thefts where records are not available centrally, or where such losses or thefts were not reported.

While some of this information may exist in records held locally within the central Department, the Agencies or the SSC, including locally held information relating to mobile telephones, which are locally managed, ordered and budgeted, and for those categories of items which are not normally issued to staff throughout the department, such as iPhones, iPads and other smartphones and tablet devices, such information could only be obtained at disproportionate costs in excess of £600. Section 12 of the Act does not oblige the Department to comply with requests that exceed this limit, and we are therefore refusing your request in so far as it relates to any such additional information that may be held locally. The annex A to this letter sets out the exemption in full.

For question 1; the number of laptops that were recorded as lost or stolen in the last 12 months were 1 lost & 4 stolen from the central Department and 4 lost & 7 stolen from the agencies and SSC. The number of laptops lost and stolen in the 12 months prior to that were 3 lost & 1 stolen from the central department and 1 lost & 15 stolen from the agencies and SSC.

For question 2; the number of mobile phones (smartphones and non smartphones) recorded as lost or stolen in the last 12 months were 14 lost and 2 stolen from the central department and 20 lost and 1 stolen from the agencies and SSC. The number of mobile phones (smartphones and non smartphones) recorded as lost or stolen in the 12 months prior to that were 15 lost and 5 stolen from the central department and 9 lost and 9 stolen from the agencies and SSC.

For question 3; the number of smartphones recorded as lost or stolen in the last 12 months were 13 lost and 2 stolen from the central department and 8 lost and 1 stolen from the agencies and SSC. The number of smartphones recorded as lost or stolen in the 12 months prior to that were 9 lost and 5 stolen from the central department and 1 lost and 1 stolen from the agencies and SSC.

For question 4; no tablet devices were recorded as lost/stolen in the last 24 months.

For question 5 and 6; all the smartphones recorded as lost and stolen were blackberrys.

For question 7; the central department controls 289 mobiles and 667 blackberrys and the agencies and SSC control 4935 mobiles and 1359 blackberrys

For questions 8 and 10; the Department's BlackBerry service is configured, locked down and accredited in line with HMG guidance. This includes securing the handsets by enabling RIMS BlackBerry encryption technology. These devices can also be remotely wiped in the event of a theft or loss – as they were for all the instances above.

For question 9; other non smartphones are not encrypted.

For question 11; the following table shows a breakdown of replacement laptops and BlackBerrys with the current costs in replacing them. The figures include hardware and, where indicated, software costs. Costs for labour, loss of productivity etc. are not included.

Hardware Type	BlackBerry	Laptop	
Typical Current Replacement Models & Costs	BlackBerry 9300 Curve	Standard Base Laptop	Lightweight Laptop
	Replacement for device		

	still in contract £125.00 Replacement for device without existing contract £155.00	Dell Latitude E5420 £578.00	Dell Latitude E6320 £774.00
<b>Other Costs</b>	None	Encryption of replacement device plus costs of an encryption / SecureID token  £125	
<b>Total</b>	£155	<b>£703.00</b>	£899.00
<b>Notes</b>	The majority of replacements are required for devices still in contract	All laptops lost and stolen have required <b>standard base</b> laptop replacement	

In respect of mobiles, it is dependant on the phone and contract, but £30 per device would be a guide although some will be free of charge.

If you are unhappy with the way the Department has handled your request or with the decisions made in relation to your request you may complain within two calendar months of the date of this letter by writing to the Department's Information Rights Unit at:

Zone D/04  
Ashdown House  
Sedlescombe Road North  
Hastings  
East Sussex TN37 7GA  
E-mail: FOI-Advice-Team-DFT@dft.gsi.gov.uk

Please see attached details of DfT's complaints procedure and your right to complain to the Information Commissioner.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

XXXXXXXXXX

## **Your right to complain to the DfT and the Information Commissioner**

You have the right to complain within two calendar months of the date of this letter about the way in which your request for information was handled and/or about the decision not to disclose all or part of the information requested. In addition a complaint can be made that DfT has not complied with its FOI publication scheme.

Your complaint will be acknowledged and you will be advised of a target date by which to expect a response. Initially your complaint will be re-considered by the official who dealt with your request for information. If, after careful consideration, that official decides that his/her decision was correct, your complaint will automatically be referred to a senior independent official who will conduct a further review. You will be advised of the outcome of your complaint and if a decision is taken to disclose information originally withheld this will be done as soon as possible.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

## **Annex A**

### **Section 12 Exemption where cost of compliance exceeds appropriate limit**

(1) Section 1(1) does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit.

(2) Subsection (1) does not exempt the public authority from its obligation to comply with paragraph (a) of section 1(1) unless the estimated cost of complying with that paragraph alone would exceed the appropriate limit.

(3) In subsections (1) and (2) “the appropriate limit” means such amount as may be prescribed, and different amounts may be prescribed in relation to different cases.

(4) The Secretary of State may by regulations provide that, in such circumstances as may be prescribed, where two or more requests for information are made to a public authority—

(a) by one person, or

(b) by different persons who appear to the public authority to be acting in concert or in pursuance of a campaign,

the estimated cost of complying with any of the requests is to be taken to be the estimated total cost of complying with all of them.

(5) The Secretary of State may by regulations make provision for the purposes of this section as to the costs to be estimated and as to the manner in which they are to be estimated