# **Scope - London Borough of Hammersmith & Fulham Council**

## Organisation Type:

H&F council is a London council that provides public services to residents, businesses and visitors.

## Business activities:

* Building affordable homes to ensure residents have accommodation
* Enhancing civil life by helping residents to improve their own neighbourhoods
* Reforming services to enable cutting costs without affecting quality and to manage finances with stability
* Improving natural environment by increasing wildlife and recycling, and lowering air pollution
* Economic development by attracting investment, creating jobs and fostering innovation.

## Critical assets:

Data is given by residents and other H&F service areas, suppliers and partners

1. Name and contact details – email addresses, telephone numbers
2. Work role, working location, delivery addresses
3. IP addresses and user credentials – user IDs, passwords, inventory asset numbers
4. Biometric data – fingerprints, facial recognition
5. Health data
6. Bank account details

## In-scope systems:

* H&F’s public council website – used by the council to directly communicate information to the users about updates
* H&F “My Account” portal – handles personal information of the resident within the council's geographical boundaries
* H&F’s Online forms – see what data is gathered by the council in a form, and why it is gathered
* H&F staff – email staff about how their security systems work, and see what responses they give

## Out of scope:

* Social Media accounts – behave as a PR channel and are not responsible for handling data
* Internal H&F technology systems – staff-only access, not accessible as a university student

## Findings

### Data Protection

* Training staff on how to handle data safely. **Gap:** No evidence of training type. **Risk:** Medium. **Recommendation:** Council should add the type of training performed on the website page.
* Regularly testing the systems and procedures. **Gap:** No Gaps. **Risk:** Low. **Recommendation:** Maintain regular testing, and do not disclose any details about the security team.

### Access Control

* Enter the correct email and password to access the portal. **Gap:** Only a single-factor login. **Risk:** High. **Recommendation:** Add a verification step to improve the verifiability of the user.
* Warned about auto-logging off after inactivity for 40 mins. **Gap:** 40 minutes is too long. **Risk:** Medium. **Recommendation:** Implement a shorter timeout notice.
* Can search for the rateable value of any property in the portal. **Gap:** Viewing the rateable value of another public property. **Risk:** Low. **Recommendation:** Council must still comply with the law and continue this practice.
* Filling in personal data to check if you’re registered to vote and receive an email confirming whether you are or not. **Gap:** No Gaps. **Risk:** Low. **Recommendation:** Ensure data is up to date and continue holding the annual canvass.

### Data Management

* Council lists out the personal information of residents gathered. **Gap:** No Gaps. **Risk:** Low. **Recommendation:** Must continue this practice, as it meets the Data Protection Act 2018 law.
* Council explains cookies are used to collect how sites are used and gather them into a report. **Gap:** No Gaps. **Risk:** Low. **Recommendation:** Must always continue this practice.
* Council follows laws such as FOI, EIR & Data Protection Act. **Gap:** Residual Risk. **Risk:** Medium. **Recommendation:** Continue to comply with the rules to avoid consequences such as fines and distrust.

### Surveillance

* H&F’s control room consists of 1850 for surveillance. **Gap:** Privacy Concerns. **Risk:** Medium. **Recommendation:** Unfortunately, the council has to compromise to deter suspicious activities & crime but ensure there is a backup system for CCTV.

### Organisational Procedures

* How staff authenticate themselves to access physical places – pending council response.
* Authentication methods and policy procedures of network software – pending council response.

## References:

* <https://www.lbhf.gov.uk/councillors-and-democracy/about-hammersmith-fulham-council>
* <https://www.lbhf.gov.uk/upstream-london>
* <https://www.lbhf.gov.uk/councillors-and-democracy/data-and-information/hf-privacy-notice/digital-services-privacy-notice>