

**Finance and Corporate Services**  
Information Management

10 February 2012  
FOIA reference: F0001279

Dear XXXX

I am writing in respect of your recent application of 17 January 2012, for the release of information held by the Civil Aviation Authority (CAA).

Your request:

*“In 2008 the government established a new position within government to try and deal with the serious problems of departments losing sensitive and confidential information, particularly that stored electronically. Those holding this new office are called Senior Information Risk Owners or Officers (SIRO's) and all departments as well as various other bodies within HM Gov must appoint someone to this post.*

*Could you please tell me who the SIRO is for your organisation, their position within the organisation and their contact details?”*

Our response:

In assessing your request in line with the provisions of the Freedom of Information Act 2000 (FOIA), we are pleased to be able to provide the information below.

The CAA is a public corporation and as such was not directly required to appoint a Senior Information Risk Owner or Officer following the Cabinet Office's 2008 report on Data Handling Procedures in Government.

However, in order to manage information risk, the CAA has established an Information Risk & Management Steering Group. The chair of the steering group, and CAA Senior Information Risk Owner, is Kate Staples, Secretary and General Counsel to the CAA.

Kate Staples  
Secretary and General Counsel to the CAA  
CAA House  
45-59 Kingsway  
London  
WC2B 6TE

T: 020 7453 6160

If you are not satisfied with how we have dealt with your request in the first instance you should approach the CAA in writing at:-

Mark Stevens

**Civil Aviation Authority**

Aviation House GW Gatwick Airport South Crawley West Sussex England RH6 0YR [www.caa.co.uk](http://www.caa.co.uk)  
Telephone 01293 768512 rick.chatfield@caa.co.uk

External Response Manager  
Civil Aviation Authority  
Aviation House  
Gatwick Airport South  
West Sussex  
RH6 0YR

[mark.stevens@caa.co.uk](mailto:mark.stevens@caa.co.uk)

The CAA has a formal internal review process for dealing with appeals or complaints in connection with Freedom of Information requests. The key steps in this process are set in the attachment.

Should you remain dissatisfied with the outcome you have a right under Section 50 of the Freedom of Information Act to appeal against the decision by contacting the Information Commissioner at:-

Information Commissioner's Office  
FOI/EIR Complaints Resolution  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.gov.uk/complaints.aspx](http://www.ico.gov.uk/complaints.aspx)

Should you wish to make further Freedom of Information requests, please use the e-form at <http://www.caa.co.uk/foi>.

Yours sincerely

Rick Chatfield  
FoIA & EIR Case Manager

## **CAA INTERNAL REVIEW & COMPLAINTS PROCEDURE**

- The original case to which the appeal or complaint relates is identified and the case file is made available;
- The appeal or complaint is allocated to an Appeal Manager, the appeal is acknowledged and the details of the Appeal Manager are provided to the applicant;
- The Appeal Manager reviews the case to understand the nature of the appeal or complaint, reviews the actions and decisions taken in connection with the original case and takes account of any new information that may have been received. This will typically require contact with those persons involved in the original case and consultation with the CAA Legal Department;
- The Appeal Manager concludes the review and, after consultation with those involved with the case, and with the CAA Legal Department, agrees on the course of action to be taken;
- The Appeal Manager prepares the necessary response and collates any information to be provided to the applicant;
- The response and any necessary information is sent to the applicant, together with information about further rights of appeal to the Information Commissioners Office, including full contact details.