

**Removals Casework**

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Suresh Grover  
By email

09 October 2013

Dear Suresh

**FOI Ref: 28958**

Thank you for your email of 12 September 2013, in which you ask for the following. Your request has been handled as a request for information under the Freedom of Information Act (FOI) 2000.

1. **How did you obtain my mobile number?**
2. **What information did you rely on to assume that I may not have leave to remain in the UK?**

Capita is provided with regular data drops of information detailing applications with a negative outcome on the Home Office immigration database. This data includes contact details that were provided by applicants at the time of, or subsequent to, making an application.

Where it is identified that Capita have contacted an individual in error, Capita and Home Office records are immediately updated and contact is ceased. Furthermore, if an error has been made at the triage stage of handling the case, this is fed back, any learning incorporated into training and where, applicable processes, are amended.

There have also been a very small number of instances where the contact details on the record of an individual actually relate to a different person and this has only transpired during the contact process e.g. where a mobile phone number has changed hands. In these circumstances it is the responsibility of the individual to inform the Home Office of their new contact details. This is stated on Home Office application forms.

3. **What other information do you possess about me?**

If a person would like to make a request to see the personal information held about them by the Home Office they will need to make a Subject Access Request (SAR). In order to do so, a person must provide sufficient personal information to enable us to uniquely identify them. Further details on how to make a SAR can be found on our website at: [www.ukba.homeoffice.gov.uk/navigation/personal-data/](http://www.ukba.homeoffice.gov.uk/navigation/personal-data/)

4. **In total how many texts of the same or similar wording have you sent to other members of the public?**

To date Capita have contacted by text 39,100 individuals. This is internal Capita MI and is provisional and subject to change.

5. **How many complaints have you received?**

We have received 103 Home Office complaints and Capita have received 95 complaints relating to Capita contact management. However, a number of these may be duplicate complaints where the complainant has written to both the Home Office and Capita.

The FOI Act is 'applicant blind'. This means that we cannot, and do not, ask about the motives of anyone who asks for information. In providing a response to one person, we are expressing a willingness to provide the same response to anyone, including those who might represent a threat to the UK.

I hope that this information meets your requirements. I would like to assure you that we have provided you with all relevant information that the Home Office holds.

If you are dissatisfied with this response you may request an independent internal review of our handling of your request by submitting a complaint within two months to the address below, quoting reference 28261. If you ask for an internal review, it would be helpful if you could say why you are dissatisfied with the response.

Information Access Team  
Home Office  
Ground Floor, Seacole Building  
2 Marsham Street  
London SW1P 4DF  
e-mail: [info.access@homeoffice.gsi.gov.uk](mailto:info.access@homeoffice.gsi.gov.uk)

As part of any internal review the Department's handling of your information request will be reassessed by staff who were not involved in providing you with this response. If you remain dissatisfied after this internal review, you would have a right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act.

Yours sincerely

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