



**Via Email Only**

1 April 2020

**Freedom of Information Ref No. FOI22**



Thank you for your Freedom of Information request received on 19<sup>th</sup> March 2020.

**You asked Money and Pensions Service the following: -**

**“Under the Freedom of Information Act 2000, I seek the following information about The Pensions Advisory Service Backup Policy for The Pensions Advisory Service's Office 365 deployment.**

- 1. Can you please confirm if you are using the Microsoft Office 365 solution in your IT environment?**
- 2. If so, how you currently back up your Office 365 data? If it is backed up please confirm which software or service solution you currently have in place.**
- 3. If a system or service is in place to back up The Pensions Advisory Service's Office 365 environment can you confirm the retention period the data is stored for?**
- 4. Who in The Pensions Advisory Service is responsible for the protection of your critical data?”**

**Money and Pensions Service Response:**

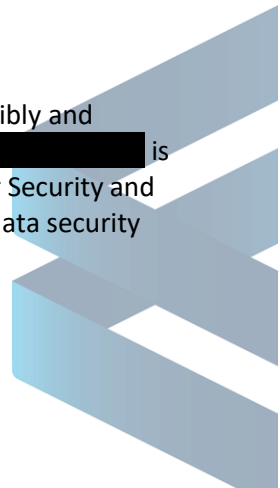
I should explain that on 1st January 2019, Pension Wise, The Pensions Advisory Service, and the Money Advice Service merged to form the Money and Pensions Service. The Money and Pensions Service aims to deliver advice relating to pensions, money guidance, debt advice, and consumer protection. Further details can be found on the website: <https://moneyandpensionsservice.org.uk/>.

**With regards to your Freedom of Information request and the points you have raised, I can confirm the following:**

1. I can confirm we use Microsoft Office 365 solution for our IT purposes.
2. We currently use Datto SaaS Protection to support our Office 365 data processes.
3. We have a 90 day retention period for storing data.
4. All employees at Money and Pensions Service have a duty to handle and manage all data responsibly and comply with the principles set out under the General Data Protection Regulations. Additionally, [REDACTED] is our Head of Business Intelligence and Data Protection & Security, while [REDACTED], is the Cyber Security and Information Assurance Manager. They are primarily responsible for overseeing and administering data security within the organisation and taking the lead when it comes to protecting all critical data.

**Money and Pensions Service**

120 Holborn, London EC1N 2TD t: +44 (0)115 9659570 w: MoneyAndPensionsService.org.uk





**Money &  
Pensions  
Service**

I hope this information is helpful. If you have any queries about my response to your request do not hesitate to contact me. Please remember to quote the reference number above in any future communication.

Yours sincerely,



**Complaints & Freedom of Information Officer**

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### **Your right to complain under the Freedom of Information Act**

If you are not happy with this response you can ask for an internal review by e-mailing [foi@maps.org.uk](mailto:foi@maps.org.uk) or by writing to Money and Pensions Service, 120 Holborn, London, EC1N 2TD. Any review request should be sent within two months of the date of this letter.

If you are not content with the outcome of an internal review you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted our own complaints procedure.

The ICO can be contacted at: Wycliffe House, Water Lane, Wilmslow Cheshire SK9 5AF  
<https://ico.org.uk/global/contact-us/> or telephone 0303 123 1113 or 01625 545745