



STAFFORDSHIRE
POLICE

Record Erasure (via request) Policy

This policy is informed by the following legislation

- UK General Data Protection Regulation (GDPR) – relating to the Right to Erasure
- Data Protection Act (DPA) 2018 – relating to the Right to Erasure
- Data (Use and Access) Act (DUAA) 2025 – relating to the Right to Erasure
- The Protection of Freedoms Act (POFA) 2012 – relating to biometric data

This policy is informed by the following statutory guidance

- National Police Chiefs' Council Deletion of Records from National Police Systems (PNC/NDNAD/IDENT1)
- College of Policing Authorised Professional Practice (APP) – Information Management – Management of police information

This policy is supported by

- Staffordshire Police (SP) Privacy notice

How can requests be made?

Data may be held nationally on the Law Enforcement Data Service (LEDS) (also known as the Police National Computer - PNC) or locally by SP.

If an individual is **only** asking for their LEDS (PNC) record to be erased, then these types of requests are not processed locally. They are processed on behalf of all policing areas by ACRO (Criminal Records Office) operating under the National Police Chiefs' Council. The individual will need to visit their website www.acro.police.uk and follow the instructions within.

All other requests can be made in any of the following ways:

1. Submit a request online via the SP website [Ask for, delete or change information | Staffordshire Police](#) (this is the most efficient way of making a request as it is received directly into the correct department)
2. Write to SP at:
Information Access Team (Record Erasure via request)
Staffordshire Police Headquarters
Weston Road
Stafford
ST18 0YY
3. Phone 101
4. Visit a police station in person
5. Via social media

When is an erasure request accepted?

A request cannot be accepted until:

- a) SP have enough information to complete the request and

- b) Identity has been confirmed in accordance with the published SP Acceptable Forms of Identification (requests received via ACRO will have already had identity confirmed)

This means that even though requests can be made verbally they will not be accepted until identity is confirmed.

If an individual makes a request to a police officer/police staff member:

- In the first instance establish what type of request the individual is making, if it is for their LEDS (PNC) record then the individual must be directed to the ACRO website
- For other erasure requests establish if the individual can make a request online via the SP website. This is the most efficient process and enables them to provide the required identification documents
- If the individual cannot make the request themselves online then the police officer/police staff must record the individual's personal details which should include full name, date of birth, address and/or email address, together with details of the erasure requested. This information should then be passed to the Information Access Team management without delay.

Who deals with these requests?

The Information Access Team process **ALL** erasure requests received by SP. The timeframe for responding to an erasure request is 1 calendar month and there is no charge for the request.

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