Further to your Information request FOI65134 please find your questions and our responses below:

1. How many times has your organisation been fined for losing confidential customer data during the past three years (from June 1, 2010 to present day)?

   **Response: Nil**

2. How many of these instances involved the loss or theft of credit card or debit card details?

   **Response: Nil**

3. How much were these fines for in total - feel free to list them separately if you prefer?

   **Response: Nil**

4. Approximately, how many credit card or debit card transactions did your organisation process over the phone over the past 12 months (from June 1, 2012 to present day)?

   **Response: 15783 transactions**

5. What was the approximate total value of these transactions?

   **Response: £2,877,704.32**

6. As a percentage, what proportion of these phone transactions are handled internally by your staff, and what proportion is handled by a third-party call centre organisation.

   **Response: 100% handled internally; no third-party call centre (nb this doesn't include housing associations)**

7. Assuming a record of these phone transactions are kept for training purposes, for how many years do you typically keep them?
receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Legal Department
Corporate Directorate
Royal Borough of Windsor & Maidenhead
Town Hall, St.Ives Road
Maidenhead SL6 1RF