

11 March 2026

Dear

I am writing in response to your request under the Freedom of Information Act (FOIA) to be provided with information on the questions listed in your email dated 12 February 2026.

- 1. Please confirm whether departmental policy, contractual terms or internal procedures require an explicit outcome based warranty or guarantee confirming that personal data has been rendered irretrievable through software based erasure, whether carried out internally or by an external provider.**
- 2. Where software based data destruction is performed internally, what recorded evidential assurance does the department rely upon to conclude that the final data state is irretrievable?**
- 3. Where software based data destruction is performed by a third party provider, does the department hold recorded information demonstrating that any warranty or assurance provided explicitly extends to the software erasure method used and its claimed effectiveness? If so, please confirm the recorded nature of that verification.**
- 4. Where no explicit outcome based warranty is required or provided, what recorded form of evidential assurance does the department rely upon to conclude that software based erasure has rendered personal data irretrievable?**

Under FOIA, Estyn is required to: (i) confirm or deny whether it holds the information of the description specified in the request (ii) communicate the information requested to the applicant.

In response to your queries, I can confirm the following responses:

- 1. Please confirm whether departmental policy, contractual terms or internal procedures require an explicit outcome based warranty or guarantee confirming that personal data has been rendered irretrievable through software based erasure, whether carried out internally or by an external provider.**

Third party provider is required to provide an Audit Report and Data Destruction Certificate.

- 2. Where software based data destruction is performed internally, what recorded evidential assurance does the department rely upon to conclude that the final data state is irretrievable?**

Not applicable.

- 3. Where software based data destruction is performed by a third party provider, does the department hold recorded information demonstrating that any warranty or assurance provided explicitly extends to the software erasure method used and its claimed effectiveness? If so, please confirm the recorded nature of that verification.**

All data bearing devices will be issued with an Audit Report and Data Destruction Certificate. Which complies with HMG Information Assurance Standard (IS 5).

- 4. Where no explicit outcome based warranty is required or provided, what recorded form of evidential assurance does the department rely upon to conclude that software based erasure has rendered personal data irretrievable?**

Not applicable.

I hope this information is helpful to you.

If you are not satisfied with the response Estyn has made regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner, who can be contacted at:

Information Commissioner's Office
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 745
Fax: 01624 524510
Email: enquiries@ico.gsi.gov.uk

Yours sincerely

Governance Manager