



Home Office

Criminal investigation personal safety advice

Criminal investigation personal safety advice

About this guidance

<p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This guidance gives information to criminal investigators in immigration enforcement criminal investigation teams. It gives an overview and advice on general matters that can impact upon your operational work.</p> <p>The guidance contains information on the following:</p> <ul style="list-style-type: none">• general personal safety advice• giving out information, and• protecting your personal information. <p>Changes to this guidance - tells you what has changed since previous versions of this guidance.</p> <p>Contact - tells you who to contact for help with a specific case if your manager can't answer your question.</p> <p>Information owner - This page tells you who the information owners are and tells you how the guidance can be updated.</p>	<p>In this section</p> <p>Changes to this guidance</p> <p>Contact</p> <p>Information owner</p>
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Criminal investigation personal safety advice

Changes to this guidance

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This page lists changes to the 'Criminal investigation personal safety advice' guidance, with the most recent at the top.

Date of the change	Details of the change
2 December 2014	Change request: <ul style="list-style-type: none">• Change of title• Minor housekeeping and plain English changes made throughout.
04 January 2014	Six month review by the modernised guidance team: <ul style="list-style-type: none">• Minor housekeeping and plain English changes made throughout.
	For previous changes you will need to access the archived guidance. See related link: Personal safety advice - archive.

Related links

See also

[Contact](#)

[Information owner](#)

Links to staff intranet removed

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Why personal safety advice is important

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This page tells criminal investigators in immigration enforcement criminal investigation teams why personal safety is important and how they and their department can protect their identity and reduce criminal efforts to target staff.

Why you need to protect your safety

If you work in immigration enforcement you can receive attention from:

- the media
- suspects
- staff
- Home Office customers, and even
- family members.

The fact you conduct criminal investigation work means there is more chance you will come into contact with criminals. Some criminals will do anything to avoid arrest or having their business disrupted. Instances of staff being targeted are rare, but there is a structure in place to help support and protect staff.

How the Home Office helps to protect staff

The department has a number of ways to identify and give advice on security risks.

Department	Process in place
Immigration enforcement	There is a named operational security manager responsible for overall security in criminal investigation, immigration enforcement.
Each location (this may be a team or a building).	There is a local operational security manager responsible for: <ul style="list-style-type: none">• advising on operational work, and

Related links

Links to staff intranet removed

		<ul style="list-style-type: none"> identifying and reducing risks. 	
	Corporate security.	They work to highlight risks to the department and staff. To contact corporate security, please see related link: Corporate security .	
<p>How you can protect yourself You must be aware of any increased risks because of the work you do.</p> <p>There are various ways you can reduce potential risks to yourself. This guidance tells you some ways to do this. You must discuss personal and operational safety with:</p> <ul style="list-style-type: none"> your line manager the operational security officer network, or corporate security. 			

Criminal investigation personal safety advice

General advice on protecting and giving out information

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement about the need to protect information they have access to and how to handle giving out information.</p> <p>Discussing your work You have a duty to show personal discretion when you talk about your work. You must only discuss your work with those who need to know and who are authorised to have the information.</p> <p>You must never discuss specific cases with friends or family or anyone who does not have that authorisation.</p> <p>Mandatory training on protecting information You must do the mandatory information management e-learning package on Discover which tells you how to protect information. For more information on the e-learning, see related link: Discover e-learning.</p> <p>Protectively marked information You must follow departmental rules about confidentiality and valuable information. Make sure you read and understand the Home Office's guidance on protecting information. For more information on handling protectively marked material, see related link: Government security classifications (GSC): quick reference guide.</p> <p>Giving out information You must not:</p> <ul style="list-style-type: none">• give out, misuse or discuss information outside the department without lawful authorisation:<ul style="list-style-type: none">○ this includes information you get through your work for the Home Office• comment on Home Office information already available to the public• comment or respond online on behalf of the Home Office officially, unless authorised by:	<p>Related links</p> <p>Links to staff intranet removed</p>
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- a press officer, and
- an assistant director, or
- answer queries yourself, direct all media enquiries to the press office.

Home Office or customer information has been released by mistake

If you, or anyone else, release information by mistake, tell your line manager immediately so they can take the appropriate action.

Line managers must report the incident to corporate security. For more information, see related link: [Corporate security](#).

Criminal investigation personal safety advice

Protecting personal information and safety: using computers

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This section tells criminal investigation officers in immigration enforcement some ways to protect either their personal information, or work related information, when they use computer equipment or the internet.</p> <p>Laptops or removable storage equipment</p> <p>You may have been issued with a laptop or Blackberry to help you with your daily work. When you are issued with this equipment, you will also receive instructions on its use and security. You must follow these instructions.</p> <p>If you are using shared equipment, for example a laptop issued to a team, you must make yourself aware of, and comply with, the current Home Office instructions on information security. For more information on these instructions, see related links:</p> <ul style="list-style-type: none">• Staying safe online guidelines: using the internet and social media at home and work.• Get Safe Online is a public site which involves:<ul style="list-style-type: none">○ the Home Office and other government departments○ sponsors from many businesses including eBay, HSBC and Microsoft, and○ supporters from numerous businesses such as Yahoo, MSN, Citizens Advice and Paypal. <p>Some other, more general advice to follow is:</p> <ul style="list-style-type: none">• Never leave the equipment unattended in a vehicle.• If you receive a new laptop or other equipment you must make sure the old one is:<ul style="list-style-type: none">○ returned, or○ disposed of properly.• Always 'password protect' or encrypt all information if you have private or departmental details on your equipment.<ul style="list-style-type: none">○ If you are using a group or shared password never write it down.• Never use the equipment in a public wireless hotspot.	<p>In this section</p> <p>Protecting personal information and safety - using social networks</p> <p>Related links</p> <p>Links to staff intranet removed</p>
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| | <ul style="list-style-type: none">• If you are using a home wireless network:<ul style="list-style-type: none">○ switch off this function when you are not using the equipment, and○ protect it with a higher level of security such as WPA or WPA2 (wi-fi protected encryption).• Do not carry information on a floppy disc or memory stick unless authorised. Keep these separately from your laptop. | |
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Criminal investigation personal safety advice

Protecting personal information and safety: using social networks

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement some ways to protect their personal information and safety when they use social networks.</p> <p>Social networking sites - personal use</p> <p>Social networking refers to social media sites, such as:</p> <ul style="list-style-type: none">• online discussion forums• blogs, and• social networking sites such as:<ul style="list-style-type: none">○ Facebook○ YouTube, and○ Twitter. <p>Although these are popular ways to communicate they can also present a threat to your:</p> <ul style="list-style-type: none">• privacy• personal information, and possibly• personal safety. <p>They can also carry risks to :</p> <ul style="list-style-type: none">• the Home Office• your colleagues, and potentially• our customers. <p>When you use social media sites, it is up to you whether you tell people you work for the Home Office. You are recommended not to give this information but, if you do decide to, you must follow these additional instructions:</p> <ul style="list-style-type: none">• Do not post Home Office information on social networking sites unless you have	<p>In this section</p> <p>Protecting personal information and safety - using computers</p> <p>Related links</p> <p>Links to staff intranet removed</p>
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specific permission to do so. Laws of libel and other legislation that affect the Home Office apply to social networks and blogs as well.

- Never post customer or case information on social networking sites.
- Follow the same standards of conduct you are expected to follow in other areas of your job.
- Never use your personal account to conduct Home Office work.

Using social networking sites as part of your work

You can be granted access to social networking sites if you need to use it as part of your work. This can only be authorised by a director after you have made a business case. You may:

- have limited access to the site, and
- not be able to use all functions.

Make yourself 'a hard target'

Some websites and social media accounts are set up for malicious purposes and those who post online may not be who they appear to be. You must be aware that:

- Posting your personal details and location can leave you vulnerable.
- You may give out information about yourself without meaning to through the links you make with other people.
- Some social networking sites may share your information with third parties.

There are some simple steps to consider before you use social media sites:

- Be careful about giving out information about you, your family and friends.
- Review you friends list regularly.
- Pay attention and know what is going on.
- Trust your instincts – if you have concerns about something you are probably right.
- Avoid confrontation.

For more information see related links:

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| | <ul style="list-style-type: none">• Staying safe online guidelines: using the internet and social media at home and work,• Guidance on using social media. | |
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Protecting personal information: exposure to identity theft

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement some ways to protect themselves against identity theft and how to protect their personal information.</p> <p>Your identity and personal information is valuable. Criminals can find out your details and use them to apply, in your name, for:</p> <ul style="list-style-type: none">• bank accounts• credit cards and loans• state benefits, and• documents such as passports and driving licences. <p>The Home Office and other public and private bodies contribute to a website that aims to fight the threat of identity theft and gives advice to people and organisations. For more information see related link: Identity fraud and identity theft.</p> <p>Some of the key advice includes the following.</p> <ul style="list-style-type: none">• Keep your personal documents locked away in safe place at home. Consider storing valuable financial documents such as share certificates with your bank.• If your passport or driving license has been lost or stolen contact the organisation who issues them immediately.• Never put in your bin:<ul style="list-style-type: none">○ bills or receipts○ bank statements, credit or debit card slips, or even○ unwanted post.• Destroy unwanted documents in a shredder. Identity thieves look through bins.• Check your statements when they arrive. If you see a transaction you don't recognise contact the company immediately.• Always know where your official identity passes are located and do not wear your Home Office pass or lanyard outside of work.	<p>In this section</p> <p>Protecting personal information and safety - your electoral roll details</p> <p>Protecting personal information and safety - your telephone directory details</p> <p>Protecting personal information and safety - your vehicle</p> <p>External links</p> <p>Identity fraud and identity theft</p>
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Criminal investigation personal safety advice

Protecting personal information: your electoral roll details

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement the different ways they can register their personal details on the electoral roll and what information they can restrict.</p> <p>The Representation of the People Act 1983 and the Electoral Administration Act 2006 set out the law on how UK residents must add their names to the Electoral Roll ('Register') in order to vote in local and national elections and referendums. You can register in three ways.</p> <p>Register in the full register This registration gives:</p> <ul style="list-style-type: none">• your name, date of birth and home address• details of whether you requested a postal vote and,• details of if you voted after an election. <p>Certain people and government departments can access these details for specific reasons only.</p> <p>Register in the edited register In this register:</p> <ul style="list-style-type: none">• you can choose to include or remove your name and address and include only your eligibility to vote on the edited register, and• your name and address are replaced with a unique code, usually specific to the local authority area where you vote. <p>Anyone can purchase this register for any purpose and it is readily available on the internet.</p> <p>Total anonymous registration You can ask your local authority, in certain circumstances, to be removed from the edited</p>	<p>In this section</p> <p>Protecting personal information and safety - your telephone directory details</p> <p>Protecting personal information and safety - your vehicle</p> <p>External links</p> <p>Representation of the People Act 1983</p> <p>Electoral Administration Act 2006</p>
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	<p>register so that none of your details appear. This can potentially affect your credit rating if you apply for a loan or mortgage.</p> <p>For more information see external links:</p> <ul style="list-style-type: none">• Representation of the People Act 1983• Electoral Administration Act 2006.	
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Criminal investigation personal safety advice

Protecting personal information: your telephone directory details

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement about the need to protect their personal information in telephone directories and how they can restrict the information they make available to the public.</p> <p>Directory entries</p> <p>If you have a home telephone or personal mobile phone the phone providers ask you to register or subscribe so that they can include your details in a directory which shows your:</p> <ul style="list-style-type: none">• number• name, and• address. <p>This is optional and you must consider if you want this information to be available to the public. If your details already appear in a directory you can contact the supplier and ask them to remove your details.</p> <p>Withholding your number</p> <p>If you are a BT customer you can withhold your phone number when you dial other numbers. You do this by entering the code '141' before dialing the outgoing number. You can also set up with BT for this service to cover all outgoing calls.</p> <p>Protecting mobile phones</p> <p>You must protect mobile phones, particularly those issued for official business, with a personal identification number (PIN). If you have a phone with 'bluetooth technology' it must be password protected. You can opt to withhold your caller identity using the call options and bluetooth menus.</p> <p>If you work on operational duties such as conducting surveillance must always disable the bluetooth mode before you take your mobile phone(s) with you.</p>	<p>In this section</p> <p>Protecting personal information and safety - your electoral roll details</p> <p>Protecting personal information and safety - your vehicle</p>
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Protecting personal information: your vehicle

<p>About this guidance</p> <p>Why personal safety advice is important</p> <p>General advice on protecting and giving out information</p> <p>Protecting personal information and safety - using computers</p> <p>Protecting personal information and safety - exposure to identity theft</p>	<p>This page tells criminal investigation officers in immigration enforcement what personal information is held in relation to their vehicle and how they can remove details to protect their personal details and safety.</p> <p>Driver and Vehicle Licensing Agency (DVLA) registration</p> <p>Your car registration is recorded on the main DVLA database. Anyone can purchase these details which include who a car is registered to, and at what address. It is possible to remove your details in certain circumstances and have your car placed on the DVLA blocking scheme.</p> <p>The operational security manager will advise you on whether you can justify removing your details. Any removal must be authorised by a grade 7 manager. It is sometimes possible to register your car to your office address instead of your home address.</p> <p>General personal security for your vehicle</p> <p>Some other, more general security advice for your vehicle:</p> <ul style="list-style-type: none">• Never leave your V5 vehicle registration certificate, MOT or insurance certificate in your car.• Remove dealer stickers from your rear window and number plate.• Do not renew the tax disc at your local post office as this will have a location stamp on it.• Remove, for example, local newspapers, train tickets, parking vouchers, receipts, bills, especially if you use your own car on official business.• Make sure your registration number is not attached to your vehicle keys.	<p>In this section</p> <p>Protecting personal information and safety - your electoral roll details</p> <p>Protecting personal information and safety - your telephone directory details</p>
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Contact

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This page tells you about this version of the 'Criminal investigation personal safety advice' guidance and who owns it.

Version	5.0
Valid from date	2 December 2014
Policy owner	Official – sensitive: information removed
Cleared by director	Official – sensitive: information removed
Director's role	Official – sensitive: information removed
Clearance date	7 June 2012
This version approved for publication by:	Official – sensitive: information removed
Approver's role	Official – sensitive: information removed
Approval date	2 December 2014

Changes to this guidance can only be made by the guidance, rules and forms team (GRaFT). If you think the policy content needs amending you must contact the policy team, using the related link: Email: Criminal investigation operational guidance, who will ask the GRaFT to update the guidance, if appropriate.

The GRaFT will accept direct feedback on broken links, missing information or the format, style and navigability of this guidance. You can send these using the related link: Email: guidance, rules and forms team.

In this section

[Changes to this guidance](#)

[Contact](#)

External links

Links to staff intranet removed