



**ISPA Best Current Practice Document
Law enforcement contact**

A Best Current Practice (BCP) document is a non-mandatory recommendation representing what ISPA believes is best practice at the time of writing. Prescriptive language including words like 'should' and 'would' refer to members who are trying to comply with the BCP. Mandatory requirements on ISPA members are set out in the ISPA Code of Practice.

1. Relationship with Law enforcement

Law enforcement agencies (LEAs) may wish to contact an ISPA member company to request assistance with an investigation. ISPA members should make available contact details of a named individual or other contact point (e.g.: general phone/fax number or email address) for these purposes. In urgent cases, a LEA may wish to contact a member company outside normal working hours. Members should, where possible, provide a 24hr point of contact for the purposes of responding to urgent requests for assistance. Members should consider making this information available via their own website (e.g.: under 'legal notices') or passing this information to the Home Office for inclusion in the SPoC extranet which is made available to all public authorities with powers to request data. For the avoidance of doubt, it is the responsibility of individual members to ensure that they follow the relevant legal and operational procedures associated with law enforcement requests.

Members needing a Home Office contact should contact the ISPA Secretariat at secretariat@ispa.org.uk