

**Email 1 27/05/2021**

**From:** [REDACTED] (NISRA)  
**Sent:** 27 May 2021 09:29  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Account Disabled Notification

Folks

At this point I'm content you reply under LoB (as you are answering his question), however, if he comes back again quoting FOI I will consider having it dealt with under the legislation.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**

[REDACTED]

Please see the draft response to the customer query below, as it is LOB are you happy for me to send or does it need to come from yourself, the only documentation we have in relation to this restriction is the original requirement which was in the OBS that went to suppliers when developing the GeNI website.

Dear Sir,

A disabled account contains the email address originally used to set up an account, only one email address can be used per user account and the same email address cannot be used to set up more than one account, this restriction was put in place during the development of GRO's genealogy website there is no separate "manual entry or office instruction" in relation to this restriction.

Regards,

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 26 May 2021 15:53  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[11]: Account Disabled Notification

Thank you.

This is not about setting up multiple accounts so the first sentence of your reply does not address the points that I raised.

Your email of 15 May said "Please note your original email address cannot be used again.". I am pleased to note that you now confirm that not to be true and also that you will if requested, reactivate old accounts.

The wording of the standard email which you sent to me on 16 May needs to be redrafted to reflect the position described in your email of today.

When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act?

Kind regards

[REDACTED]

----- Original Message -----

**From:** "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**To:** [REDACTED]  
**Sent:** 26/05/2021 16:22:35  
**Subject:** RE: Re[9]: Account Disabled Notification

Dear Sir,

A customer email address is required to create a unique account on GRO's Genealogy site, it is not possible to use the same email address to set up multiple accounts in order to prevent fraudulent activity, this is standard industry practice to protect customer account data from being accessed by malicious operators.

Although an account is disabled after a period of inactivity of 24 consecutive months, the account is not deleted it simply disabled therefore the email address used to originally set up the account is still linked to that account and cannot be used to set up another account.

The reason why the account is not deleted is to allow GRO to be able to reactivate an account if requested to do so by the account holder at a later date or to reactivate an account which has been disabled in error. GRO can completely delete an account if requested to do so by the

account holder which would allow a previously used email address to be used again to set up a new account.

Regards,

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 26 May 2021 14:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[9]: Account Disabled Notification

Noted but would you please answer the question asked in my previous email i.e. "Why is that and is it the policy or just the practice?".

A copy of the relevant manual entry or office instruction would be helpful.

You may treat this as falling within the scope of the Freedom of Information Act.

----- Original Message -----

**From:** "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**To:** [REDACTED]  
**Sent:** 26/05/2021 13:28:16  
**Subject:** RE: Re[7]: Account Disabled Notification

Dear [REDACTED],

Thank you for your email.

The system will not let you sign up for a new account using the same email address that has been used for another account.

*Regards,*



*General Register Office,  
Colby House, Stranmillis Court, Belfast BT9 5RR*

**From:** [REDACTED]  
**Sent:** 26 May 2021 09:45  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[7]: Account Disabled Notification

Many thanks for your helpful reply.

By the way an earlier email says "Please note your original email address cannot be used again". Why is that and is it the policy or just the practice?

Kind regards

[REDACTED]

[REDACTED] Message -----  
**From:** "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**To:** [REDACTED]  
**Sent:** 19/05/2021 13:10:41  
**Subject:** RE: Re[5]: Account Disabled Notification

Dear Sir,

Your account was actually disabled in 2018 however there was an issue with the automated emails not being issued to certain email addresses at that time, we only recently became aware of this fault and once the issue was resolved it resulted in all the backlogged emails being issued at the same time, which is why you received the two emails together. In normal circumstance the emails would be issued 21 days apart, this fault has now been fixed.

Regards,

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 17 May 2021 17:16  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[5]: Account Disabled Notification

Noted but why was the account closed after just 1 days notice rather than the 21 advised?

Your policy is to give fair warning and allow 21 days. That did not happen.

Regards

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 17/05/2021 18:11:22

Subject: RE: Re[3]: Account Disabled Notification

Dear Sir,

Thank you for enquiry, I can confirm that your account has expired due to inactivity, the last time your account was accessed was the 08/07/2016 as per our terms and conditions your account is closed after a period of inactivity of 24 consecutive months and all credits are lost.

However as the reminder email was not issued prior to the 21 day notification period I have reactivated your account and refunded your balance of 5 credits.

GRO's policy on credits are laid out in our terms & conditions of use which are available from the NI Direct website

<https://www.nidirect.gov.uk/articles/search-gronis-online-records>

Regards,

[REDACTED]

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR



**From:** [REDACTED]

**Sent:** 16 May 2021 14:04

**To:** DoF Info NISRA <[info@nisra.gov.uk](mailto:info@nisra.gov.uk)>

**Subject:** Re[3]: Account Disabled Notification

Sorry for the typo - the email should say:

Your email also mistakenly says to reply to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From: [REDACTED]  
To: [info@nisra.gov.uk](mailto:info@nisra.gov.uk)  
Sent: 16/05/2021 12:55:38  
Subject: Re[2]: Account Disabled Notification

See the message below.

Your email also mistakenly says to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From: [REDACTED]  
To: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)  
Sent: 16/05/2021 10:11:08  
Subject: Re: Account Disabled Notification

You sent me an email yesterday the 15<sup>th</sup> May telling me that I had 21 days to take action to keep my account open.

Today the 16<sup>th</sup> May just 1 day later you have sent me an email to say that as I did not take action you have closed my account.

But I still have 20 days of the notice period given yesterday before you can close the account.

Please reopen the account so that I may now take the action requested.

Kind regards

----- Original Message -----

From: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)  
To: [REDACTED]

Sent: 16/05/2021 05:03:48  
Subject: Account Disabled Notification

Dear Customer,

We sent you an email prior to this advising that the account that you used to access the GRO(NI) website would expire within 21 days due to inactivity. I now confirm that your account has expired and can no longer be used. We are sorry that you no longer intend to use our online service. However, should you change your mind, you can simply set up a new account if you so wish by clicking on the link below. Please note your original email address cannot be used again.

<https://geni.nidirect.gov.uk/Account/Register>

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

If you have a query about this email you can contact GRO (NI) General Enquiries at [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk). Alternatively you can telephone GRO (NI). If you are calling from Northern Ireland the number is: 0300 200 7890. If you are calling from outside Northern Ireland the number is: +44 300 200 7890. You can find out how GRONI uses the information you provide in our privacy notice <https://www.finance-ni.gov.uk/publications/nisra-privacy-notice>

Email 2 02/06/2021

[REDACTED]

[REDACTED] has confirmed that this enquiry should be handled as an FOI request

Regards,

[REDACTED]

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED] (NISRA)

**Sent:** 02 June 2021 13:35

**To:** [REDACTED]

**Subject:** Account Disabled Notification / Potential FOI

[REDACTED]

Just checking if you have had a chance to speak to [REDACTED] yet, if, we are going down FOI route for any aspect of this request, I will need to get it logged and acknowledged no later than tomorrow.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]

[REDACTED]

[REDACTED]



Northern Ireland  
Statistics and Research Agency  
Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

**From:** [REDACTED] (NISRA)

**Sent:** 01 June 2021 10:51

**To:** [REDACTED]

[REDACTED]

**Subject:** Re[11]: Account Disabled Notification



Hi [REDACTED]

I'd suggest you bring this to [REDACTED] attention as there have been numerous e-mails passing. If we can't provide him with the relevant information, then it should be treated as FOI, as he has a right of appeal under FOI.

- In his e-mail of 26/05/2021 he requests 'When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act'.

The following sentences in further e-mails of 26<sup>th</sup> and 27<sup>th</sup> May, could also potentially be treated as FOI.

- (26/05/2021) 'Why is that and is it the policy or just the practice' and
- (27/05/2021) 'Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised'

I await your instructions before I log as FOI.

Regards

[REDACTED]

[REDACTED]

NISRA

[REDACTED]

Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]



[REDACTED]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



From: [REDACTED]

Sent: 31 May 2021 20:39

To: [REDACTED]

**Cc:** [REDACTED]  
**Subject:** FW: Re[11]: Account Disabled Notification

[REDACTED]

Please see the latest response from the customer, as previously stated the only documentation where this restriction is documented is the original requirements which were issued to suppliers and developed in consultation with a CLAS consultant however as the GeNI system was developed under the NI Direct contract the requirements were not issued to suppliers. Can the contract be shared or is this document protected by commercial in confidence?

Regards,

[REDACTED]

Support Services Team  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 27 May 2021 17:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** RE: Re[11]: Account Disabled Notification

How do you know this?

Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised.

----- Original message -----

From: DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
Date: 27/05/2021 17:45 (GMT+01:00)  
To: [REDACTED]  
Subject: RE: Re[11]: Account Disabled Notification

Dear Sir,

A disabled account contains the email address originally used to set up the account, only one email address can be used per user account and the same email address cannot be used to set up more than one account, this restriction was put in place during the development of GRO's genealogy website, please be advised that there is no separate "manual entry or office instruction" in relation to this restriction.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 26 May 2021 15:53  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[11]: Account Disabled Notification

Thank you.

This is not about setting up multiple accounts so the first sentence of your reply does not address the points that I raised.

Your email of 15 May said "Please note your original email address cannot be used again.". I am pleased to note that you now confirm that not to be true and also that you will if requested, reactivate old accounts.

The wording of the standard email which you sent to me on 16 May needs to be redrafted to reflect the position described in your email of today.

When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act?

Kind regards

[REDACTED]

[REDACTED] Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 26/05/2021 16:22:35

Subject: RE: Re[9]: Account Disabled Notification

Dear Sir,

A customer email address is required to create a unique account on GRO's Genealogy site, it is not possible to use the same email address to set up multiple accounts in order to prevent fraudulent activity, this is standard industry practice to protect customer account data from being accessed by malicious operators.

Although an account is disabled after a period of inactivity of 24 consecutive months, the account is not deleted it simply disabled therefore the email address used to originally set up the account is still linked to that account and cannot be used to set up another account.

The reason why the account is not deleted is to allow GRO to be able to reactivate an account if requested to do so by the account holder at a later date or to reactivate an account which has been disabled in error. GRO can completely delete an account if requested to do so by the account holder which would allow a previously used email address to be used again to set up a new account.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 26 May 2021 14:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[9]: Account Disabled Notification

Noted but would you please answer the question asked in my previous email i.e. "Why is that and is it the policy or just the practice?".

A copy of the relevant manual entry or office instruction would be helpful.

You may treat this as falling within the scope of the Freedom of Information Act.

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 26/05/2021 13:28:16

Subject: RE: Re[7]: Account Disabled Notification

Dear [REDACTED],

Thank you for your email.

The system will not let you sign up for a new account using the same email address that has been used for another account.

*Regards,*

[REDACTED]

*General Register Office,*

*Colby House, Stranmillis Court, Belfast BT9 5RR*

**From:** [REDACTED]

**Sent:** 26 May 2021 09:45

**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

**Subject:** Re[7]: Account Disabled Notification

Many thanks for your helpful reply.

By the way an earlier email says "Please note your original email address cannot be used again". Why is that and is it the policy or just the practice?

Kind regards

[REDACTED]

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 19/05/2021 13:10:41

Subject: RE: Re[5]: Account Disabled Notification

Dear Sir,

Your account was actually disabled in 2018 however there was an issue with the automated emails not being issued to certain email addresses at that time, we only recently became aware of this fault and once the issue was resolved it resulted in all the backlogged emails being issued at the same time, which is why you received the two emails together. In normal circumstance the emails would be issued 21 days apart, this fault has now been fixed.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 17 May 2021 17:16  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[5]: Account Disabled Notification

Noted but why was the account closed after just 1 days notice rather than the 21 advised?

Your policy is to give fair warning and allow 21 days. That did not happen.

Regards

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 17/05/2021 18:11:22

Subject: RE: Re[3]: Account Disabled Notification

Dear Sir,

Thank you for enquiry, I can confirm that your account has expired due to inactivity, the last time your account was accessed was the 08/07/2016 as per our terms and conditions your account is closed after a period of inactivity of 24 consecutive months and all credits are lost.

However as the reminder email was not issued prior to the 21 day notification period I have reactivated your account and refunded your balance of 5 credits.

GRO's policy on credits are laid out in our terms & conditions of use which are available from the NI Direct website

<https://www.nidirect.gov.uk/articles/search-gronis-online-records>



Regards,

[REDACTED]

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 16 May 2021 14:04  
**To:** DoF Info NISRA <[info@nisra.gov.uk](mailto:info@nisra.gov.uk)>  
**Subject:** Re[3]: Account Disabled Notification

Sorry for the typo - the email should say:

Your email also mistakenly says to reply to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

**From:** [REDACTED]  
**To:** [info@nisra.gov.uk](mailto:info@nisra.gov.uk)

Sent: 16/05/2021 12:55:38

Subject: Re[2]: Account Disabled Notification

See the message below.

Your email also mistakenly says to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From:



To: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

Sent: 16/05/2021 10:11:08

Subject: Re: Account Disabled Notification

You sent me an email yesterday the 15<sup>th</sup> May telling me that I had 21 days to take action to keep my account open.

Today the 16<sup>th</sup> May just 1 day later you have sent me an email to say that as I did not take action you have closed my account.

But I still have 20 days of the notice period given yesterday before you can close the account.

Please reopen the account so that I may now take the action requested.

Kind regards

----- Original Message -----

From: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

To: [REDACTED]

[REDACTED] 05/2021 05:03:48

Subject: Account Disabled Notification

Dear Customer,

We sent you an email prior to this advising that the account that you used to access the GRO(NI) website would expire within 21 days due to inactivity. I now confirm that your account has expired and can no longer be used. We are sorry that you no longer intend to use our online service. However, should you change your mind, you can simply set up a new account if you so wish by clicking on the link below. Please note your original email address cannot be used again.

<https://geni.nidirect.gov.uk/Account/Register>

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

If you have a query about this email you can contact GRO (NI) General Enquiries at [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk). Alternatively you can telephone GRO (NI). If you are calling from Northern Ireland the number is: 0300 200 7890. If you are calling from outside Northern Ireland the number is: +44 300 200 7890. You can find out how GRONI uses the information you provide in our privacy notice

<https://www.finance-ni.gov.uk/publications/nisra-privacy-notices>

Email 3 03/06/2021

Hi [REDACTED]

[REDACTED]

Regards,

[REDACTED]

Support Services Team  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 03 June 2021 10:56  
**To:** [REDACTED]  
**Subject:** RE: FOI enquiry

Hi [REDACTED]

[REDACTED]

Chat soon

Regards

[REDACTED]

[REDACTED]

[REDACTED]

Room 22  
Ground Floor South  
Dundonald House,

Information Assurance and Cyber Security  
Digital Shared Services  
Enterprise Shared Services  
Department of Finance,  
Upper Newtownards Road,  
BELFAST.  
BT4 3SB

Ext: [REDACTED]

Tel: [REDACTED]

**From:** [REDACTED]

**Sent:** 02 June 2021 17:19

**To:** [REDACTED]

**Subject:** FOI enquiry

Hi [REDACTED],

GRO have received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account, the customer is requesting GRO office manuals and guidance in relation to the restriction. I have informed the customer that this is a standardised practice to protect customer data and that the restriction is not documented on internal training manuals however he is insistent on receiving documentation in relation to this restriction.

I have reviewed all the GeNI guidance documents and I am satisfied that the only place where this restriction is documented is in the original GeNI requirements (it may also be documented in CLAS consultant documents which I am not privy too). As this policy is related to privacy and security policy are you aware of any official documentation where this policy is recorded and if my assessment of the restriction is correct.

Regards,

[REDACTED]

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR





General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR



**From:** [REDACTED]

**Sent:** 04 June 2021 12:48

**To:** [REDACTED]

**Cc:** [REDACTED]

[REDACTED]

Please see below from [REDACTED], CPD, who requires clarification regarding the following;

1. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?
2. If the former above have you reviewed the specification?
3. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Ta

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]



[REDACTED]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



**From:** [REDACTED]

**Sent:** 04 June 2021 12:30

**To:** [REDACTED]  
**Cc:** [REDACTED] DoF Procure Info  
<[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED] I have been passed your query and need to clarify some items –

1. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?
2. If the former above have you reviewed the specification?
3. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Regards

[REDACTED]  
**Supplies and Services Division**  
**Construction & Procurement Delivery**  
**First floor West, Clare House**  
**303 Airport Road West**  
**Belfast BT3 9ED**

**Mobile:** [REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 12:17  
**To:** [REDACTED]  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED],

Sorry but could you have a look at this query? It seems to be that there may have been something in the original tender that refers to the single email address? If that is the case the client should have the tender specification I would have thought

Thanks

[REDACTED]  
Chartered Procurement and Supply Professional  
Supplies and Services Division  
Construction & Procurement Delivery  
Level 1 West, Clare House  
303 Airport Road West  
Belfast BT3 9ED



[REDACTED]



**From:** DoF Procure Info  
**Sent:** 04 June 2021 12:14

**To:** [REDACTED]

**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Good afternoon [REDACTED] please see email below, do SSD hold any information?

Thanks [REDACTED]

[REDACTED]  
*Construction & Procurement Delivery*  
Business Planning and Support Branch  
Policy & Performance Division (DoF)  
2nd Floor East Clare House  
303 Airport Road West  
Belfast BT3 9ED  
Tel [REDACTED]  
[REDACTED]



**From:** [REDACTED]

**Sent:** 04 June 2021 10:54

**To:** DoF Procure Info <[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>

**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Folks

**In the first instance can you just confirm if CPD hold any information in respect of this request before 09 June 2021.**

Please see CM link above to NISRA FOI Request DOF/2021-0246, which relates to the development of the GeNI website, specifically asking for the following;

***'When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act'***

By way of background, NISRA GRO have received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account, the customer is requesting office manuals and guidance in relation to the restriction. GRO have reviewed all their GeNI guidance documents (nothing held) and advise that that the only place where this restriction is documented, is probably in the original GeNI requirements (it may also be documented in CLAS consultant documents).

Regards

[Redacted]

[Redacted]

NISRA

[Redacted]

Colby House, Stranmillis Court, Belfast BT95RR



[Redacted]



[Redacted]



[www.nisra.gov.uk](http://www.nisra.gov.uk)

Email 5 07/06/2021

Hi [REDACTED]

We are not required to issue a response to this request as it has been passed (within DoF) to ESS to provide a formal response.

Thank you for your assistance with this matter.

Regards

[REDACTED]

[REDACTED]

NISRA

[REDACTED]

Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]



[REDACTED]

**From:** [REDACTED]

**Sent:** 07 June 2021 10:29

**To:** [REDACTED]

**Subject:** RE: NISRA DOF/2021-0246 - Commissioning e-mail to GRO

[REDACTED]

Please find attached GRO response to : NISRA DOF/2021-0246

Originally you had asked us to include reference to CPD being able to provide information.

I have changed it to IT Assist following sight of your email this morning.

I can amend if required.

Can you advise if you are content?

Regards,

[REDACTED]

Support Services Team  
General Register Office  
Colby House

External Tel: [REDACTED]  
Internal Tel: [REDACTED]

Email: [REDACTED]

**From:** [REDACTED]

**Sent:** 03 June 2021 17:24

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** NISRA DOF/2021-0246 - Commissioning e-mail to GRO

[REDACTED]  
(This is the formal request for GRO input to DoF/2021-0246. I have had a conversation this afternoon with [REDACTED], who has confirmed GRO have nothing to provide by way of input, however, I need to get a formal response from GRO i.e **GRO hold no information in relation to the request**. You should advise that CPD may have information in respect of the request. [REDACTED] sent me an e-mail earlier with a copy of comments made by [REDACTED], these should also be included in the response and cleared by [REDACTED].)

Please see link above to FOI Request DoF/2021-0246. The link includes an e-mail thread, however, the FOI request is, **'When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act?** This case was received in NISRA on 26 May 2021, I would ask you to provide a response to me before 08 June 2021, as it has to be back with DOF CAED by 10 June 2021 for approval.

It is recommended that you refer to the FOI Staff Handbook <http://nics.intranet.nigov.net/finance/documents/dof-freedom-information-staff-handbook>, to ensure you comply with the FOI procedures within DoF. If exemptions or redactions are being applied, please ensure they are specified together with providing the reason why they are being exempted.

Please note, your response will be provided to a NISRA G5/G6, to formally approve or reject the release/non-release of all FOI responses.

By all means contact me for guidance throughout this process.

Regards

[REDACTED]

When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act?

Email 6 01/06/2021

**From:** [REDACTED]  
**Sent:** 01 June 2021 12:38  
**To:** [REDACTED]  
**Subject:** RE: Re[11]: Account Disabled Notification

Thanks [REDACTED] that is a nice summary of the situation. Let's chat on Thursday.

**From:** [REDACTED]  
**Sent:** 01 June 2021 11:16  
**To:** [REDACTED]  
**Subject:** RE: Re[11]: Account Disabled Notification

[REDACTED]

As per the email responses below the customer is requesting office manuals and guidance in relation to the restrictions around allowing only one email address per GeNI account, I have informed the customer that this is a standardised practice to protect customer accounts and that the restriction is not documented on internal training manuals however he is insistent on receiving documentation in relation to this restriction. I have reviewed all the GeNI guidance documents and am satisfied that the only place where this restriction is documented is in the original GeNI requirements (it may also be documented in CLAS consultant documents which I am not privy too). However the customer is not accepting this response and I am not sure if the requirements document can be shared with a member of the public. The reason that we know that this restriction exists without it being documented in training documents is that when a customer attempts to register an account with the same email address they receive a warning message stating that this is not possible, if customer contacts GRO regarding this issue I would refer back to the original requirements to ensure that the validation is working as expected (which it is) and explain that this is by design.

Happy to discuss on Thursday

Regards,

[REDACTED]

Support Services Team  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 01 June 2021 11:11  
**To:** [REDACTED]  
**Subject:** Re[11]: Account Disabled Notification

Ok can we walk through this on Thursday if you are both free. I'll put a WebEx in the diary

Thanks

[REDACTED]

**From:** [REDACTED]

**Sent:** 01 June 2021 10:51

**To:** [REDACTED]  
[REDACTED]

**Subject:** Re[11]: Account Disabled Notification

Hi [REDACTED]

I'd suggest you bring this to [REDACTED] attention as there have been numerous e-mails passing. If we can't provide him with the relevant information, then it should be treated as FOI, as he has a right of appeal under FOI.

- In his e-mail of 26/05/2021 he requests 'When will you provide a copy of the manual entry and office instruction in accordance with the FOI Act'.

The following sentences in further e-mails of 26<sup>th</sup> and 27<sup>th</sup> May, could also potentially be treated as FOI.

- (26/05/2021) 'Why is that and is it the policy or just the practice' and
- (27/05/2021) 'Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised'

I await your instructions before I log as FOI.

Regards

[REDACTED]

[REDACTED]

NISRA

[REDACTED]  
Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]



[REDACTED]



[www.nisra.gov.uk](http://www.nisra.gov.uk)

**From:** [REDACTED]

**Sent:** 31 May 2021 20:39

**To:** [REDACTED]  
[REDACTED]

**Subject:** FW: Re[11]: Account Disabled Notification

[REDACTED]

Please see the latest response from the customer, as previously stated the only documentation where this restriction is documented is the original requirements which were issued to suppliers and developed in consultation with a CLAS consultant however as the GeNI system was developed under the NI Direct contract the requirements were not issued to suppliers. Can the contract be shared or is this document protected by commercial in confidence ?

Regards,

[REDACTED]

Support Services Team  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 27 May 2021 17:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** RE: Re[11]: Account Disabled Notification

How do you know this?

Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised.

----- Original message -----

**From:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Date:** 27/05/2021 17:45 (GMT+01:00)  
**To:** [REDACTED]

Dear Sir,

A disabled account contains the email address originally used to set up the account, only one email address can be used per user account and the same email address cannot be used to set up more than one account, this restriction was put in place during the development of GRO's genealogy website, please be advised that there is no separate "manual entry or office instruction" in relation to this restriction.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 26 May 2021 15:53  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[11]: Account Disabled Notification

Thank you.

This is not about setting up multiple accounts so the first sentence of your reply does not address the points that I raised.

Your email of 15 May said "Please note your original email address cannot be used again.". I am pleased to note that you now confirm that not to be true and also that you will if requested, reactivate old accounts.

The wording of the standard email which you sent to me on 16 May needs to be redrafted to reflect the position described in your email of today.

When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act?

Kind regards



[REDACTED]

[REDACTED] Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To:

[REDACTED]

Sent: 26/05/2021 16:22:35

Subject: RE: Re[9]: Account Disabled Notification

Dear Sir,

A customer email address is required to create a unique account on GRO's Genealogy site, it is not possible to use the same email address to set up multiple accounts in order to prevent fraudulent activity, this is standard industry practice to protect customer account data from being accessed by malicious operators.

Although an account is disabled after a period of inactivity of 24 consecutive months, the account is not deleted it simply disabled therefore the email address used to originally set up the account is still linked to that account and cannot be used to set up another account.

The reason why the account is not deleted is to allow GRO to be able to reactivate an account if requested to do so by the account holder at a later date or to reactivate an account which has been disabled in error. GRO can completely delete an account if requested to do so by the account holder which would allow a previously used email address to be used again to set up a new account.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 26 May 2021 14:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[9]: Account Disabled Notification

Noted but would you please answer the question asked in my previous email i.e. "Why is that and is it the policy or just the practice?".

A copy of the relevant manual entry or office instruction would be helpful.

You may treat this as falling within the scope of the Freedom of Information Act.

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 26/05/2021 13:28:16

Subject: RE: Re[7]: Account Disabled Notification

Dear [REDACTED],

Thank you for your email.

The system will not let you sign up for a new account using the same email address that has been used for another account.

*Regards,*

[REDACTED]

*General Register Office,*

*Colby House, Stranmillis Court, Belfast BT9 5RR*

**From:** [REDACTED]  
**Sent:** 26 May 2021 09:45  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[7]: Account Disabled Notification

Many thanks for your helpful reply.

By the way an earlier email says "Please note your original email address cannot be used again". Why is that and is it the policy or just the practice?

Kind regards

[REDACTED]

[REDACTED] Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 19/05/2021 13:10:41

Subject: RE: Re[5]: Account Disabled Notification

Dear Sir,

Your account was actually disabled in 2018 however there was an issue with the automated emails not being issued to certain email addresses at that time, we only recently became aware of this fault and once the issue was resolved it resulted in all the backlogged emails being issued at the same time, which is why you received the two emails together. In normal circumstance the emails would be issued 21 days apart, this fault has now been fixed.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 17 May 2021 17:16  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[5]: Account Disabled Notification

Noted but why was the account closed after just 1 days notice rather than the 21 advised?

Your policy is to give fair warning and allow 21 days. That did not happen.

Regards

----- Original Message -----

**From:** "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

**To:** [REDACTED]

**Sent:** 17/05/2021 18:11:22

**Subject:** RE: Re[3]: Account Disabled Notification

Dear Sir,

Thank you for enquiry, I can confirm that your account has expired due to inactivity, the last time your account was accessed was the 08/07/2016 as per our terms and conditions your account is closed after a period of inactivity of 24 consecutive months and all credits are lost.

However as the reminder email was not issued prior to the 21 day notification period I have reactivated your account and refunded your balance of 5 credits.

GRO's policy on credits are laid out in our terms & conditions of use which are available from the NI Direct website

<https://www.nidirect.gov.uk/articles/search-gronis-online-records>

Regards,

[REDACTED]

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
**Sent:** 16 May 2021 14:04  
**To:** DoF Info NISRA <[info@nisra.gov.uk](mailto:info@nisra.gov.uk)>  
**Subject:** Re[3]: Account Disabled Notification

Sorry for the typo - the email should say:

Your email also mistakenly says to reply to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From: [REDACTED]

To: [info@nisra.gov.uk](mailto:info@nisra.gov.uk)

Sent: 16/05/2021 12:55:38

Subject: Re[2]: Account Disabled Notification

See the message below.

Your email also mistakenly says to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From: [REDACTED]

To: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

Sent: 16/05/2021 10:11:08

Subject: Re: Account Disabled Notification

You sent me an email yesterday the 15<sup>th</sup> May telling me that I had 21 days to take action to keep my account open.

Today the 16<sup>th</sup> May just 1 day later you have sent me an email to say that as I did not take action you have closed my account.

But I still have 20 days of the notice period given yesterday before you can close the account.

Please reopen the account so that I may now take the action requested.

Kind regards

----- Original Message -----

From: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

To: [REDACTED]

[REDACTED] 05/2021 05:03:48

Subject: Account Disabled Notification

Dear Customer,

We sent you an email prior to this advising that the account that you used to access the GRO(NI) website would expire within 21 days due to inactivity. I now confirm that your account has expired and can no longer be used. We are sorry that you no longer intend to use our online service. However, should you change your mind, you can simply set up a new account if you so wish by clicking on the link below. Please note your original email address cannot be used again.

<https://geni.nidirect.gov.uk/Account/Register>

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

If you have a query about this email you can contact GRO (NI) General Enquiries at [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk). Alternatively you can telephone GRO (NI). If you



are calling from Northern Ireland the number is: 0300 200 7890. If you are calling from outside Northern Ireland the number is: +44 300 200 7890. You can find out how GRONI uses the information you provide in our privacy notice <https://www.finance-ni.gov.uk/publications/nisra-privacy-notice>

Email 7 02/06/2021

■■■■ I'm happy to log as an FOI as he has mentioned it.

I spoke to colleagues in ESS and they advised that we ask ■■■■ for the official line on this.

We have the system set up that the email address is the account identifier so you physically couldn't have a number of accounts with the same email address. The guys I spoke to thought that this was a privacy and security policy

## Log in

\* Email

\* Password

[Log in](#)  [Forgotten your password?](#)

Can you drop ■■■■ a line and see if there is anything officially written down re this and if he agrees with our assessment of why we have it this way

Thanks

■■■■

**From:** ■■■■  
**Sent:** 02 June 2021 13:52  
**To:** ■■■■  
**Subject:** FW: Account Disabled Notification / Potential FOI

■■■■

Please see email from ■■■■ on FOI request

Regards,

■■■■

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 02 June 2021 13:35  
**To:** [REDACTED]  
**Subject:** Account Disabled Notification / Potential FOI

[REDACTED]

Just checking if you have had a chance to speak to [REDACTED] yet, if, we are going down FOI route for any aspect of this request, I will need to get it logged and acknowledged no later than tomorrow.

Regards

[REDACTED]

[REDACTED]

NISRA

[REDACTED]  
Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]  
[REDACTED]  
[www.nisra.gov.uk](http://www.nisra.gov.uk)

**From:** [REDACTED]  
**Sent:** 01 June 2021 10:51  
**To:** [REDACTED]  
**Subject:** Re[11]: Account Disabled Notification

Hi [REDACTED]

I'd suggest you bring this to [REDACTED] attention as there have been numerous e-mails passing. If we can't provide him with the relevant information, then it should be treated as FOI, as he has a right of appeal under FOI.

- In his e-mail of 26/05/2021 he requests 'When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act'.

The following sentences in further e-mails of 26<sup>th</sup> and 27<sup>th</sup> May, could also potentially be treated as FOI.

- (26/05/2021) 'Why is that and is it the policy or just the practice' and
- (27/05/2021) 'Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised'

I await your instructions before I log as FOI.

Regards

[Redacted]

[Redacted]

Colby House, Stranmillis Court, Belfast BT95RR



[Redacted]



[Redacted]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



Northern Ireland  
Statistics and Research Agency  
Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

**From:** [Redacted]

**Sent:** 31 May 2021 20:39

**To:** [Redacted]

**Cc:** [Redacted]

**Subject:** FW: Re[11]: Account Disabled Notification

[Redacted]

Please see the latest response from the customer, as previously stated the only documentation where this restriction is documented is the original requirements which were issued to suppliers and developed in consultation with a CLAS consultant however as the GeNI system was developed under the NI Direct contract the requirements were not issued to suppliers. Can the contract be shared or is this document protected by commercial in confidence ?

Regards,

[Redacted]

Support Services Team  
General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 27 May 2021 17:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** RE: Re[11]: Account Disabled Notification

How do you know this?

Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised.

----- Original message -----

**From:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Date:** 27/05/2021 17:45 (GMT+01:00)  
**To:** [REDACTED]

Dear Sir,

A disabled account contains the email address originally used to set up the account, only one email address can be used per user account and the same email address cannot be used to set up more than one account, this restriction was put in place during the development of GRO's genealogy website, please be advised that there is no separate "manual entry or office instruction" in relation to this restriction.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 26 May 2021 15:53  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[11]: Account Disabled Notification

Thank you.

This is not about setting up multiple accounts so the first sentence of your reply does not address the points that I raised.

Your email of 15 May said "Please note your original email address cannot be used again.". I am pleased to note that you now confirm that not to be true and also that you will if requested, reactivate old accounts.

The wording of the standard email which you sent to me on 16 May needs to be redrafted to reflect the position described in your email of today.

When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act?

Kind regards

[REDACTED]

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 26/05/2021 16:22:35

Subject: RE: Re[9]: Account Disabled Notification

Dear Sir,

A customer email address is required to create a unique account on GRO's Genealogy site, it is not possible to use the same email address to set up multiple accounts in order to prevent fraudulent activity, this is standard industry practice to protect customer account data from being accessed by malicious operators.

Although an account is disabled after a period of inactivity of 24 consecutive months, the account is not deleted it simply disabled therefore the email address used to originally set up the account is still linked to that account and cannot be used to set up another account.

The reason why the account is not deleted is to allow GRO to be able to reactivate an account if requested to do so by the account holder at a later date or to reactivate an account which has been disabled in error. GRO can completely delete an account if requested to do so by the account holder which would allow a previously used email address to be used again to set up a new account.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 26 May 2021 14:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[9]: Account Disabled Notification

Noted but would you please answer the question asked in my previous email i.e. "Why is that and is it the policy or just the practice?".

A copy of the relevant manual entry or office instruction would be helpful.

You may treat this as falling within the scope of the Freedom of Information Act.

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
To: [REDACTED]  
Sent: 26/05/2021 13:28:16  
Subject: RE: Re[7]: Account Disabled Notification

Dear [REDACTED],

Thank you for your email.

The system will not let you sign up for a new account using the same email address that has been used for another account.



Regards,



General Register Office,

Colby House, Stranmillis Court, Belfast BT9 5RR

**From:** [REDACTED]  
**Sent:** 26 May 2021 09:45  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[7]: Account Disabled Notification

Many thanks for your helpful reply.

By the way an earlier email says "Please note your original email address cannot be used again". Why is that and is it the policy or just the practice?

Kind regards



----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 19/05/2021 13:10:41

Subject: RE: Re[5]: Account Disabled Notification

Dear Sir,

Your account was actually disabled in 2018 however there was an issue with the automated emails not being issued to certain email addresses at that time, we only recently became aware of this fault and once the issue was resolved it resulted in all the backlogged emails being issued at the same time, which is why you received the two emails together. In normal circumstance the emails would be issued 21 days apart, this fault has now been fixed.

Regards,

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]

**Sent:** 17 May 2021 17:16

**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

**Subject:** Re[5]: Account Disabled Notification

Noted but why was the account closed after just 1 days notice rather than the 21 advised?

Your policy is to give fair warning and allow 21 days. That did not happen.

Regards

----- Original Message -----

From: "DoF GRO General Enquiries" <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>

To: [REDACTED]

Sent: 17/05/2021 18:11:22

Subject: RE: Re[3]: Account Disabled Notification

Dear Sir,

Thank you for enquiry, I can confirm that your account has expired due to inactivity, the last time your account was accessed was the 08/07/2016 as per our terms and conditions your account is closed after a period of inactivity of 24 consecutive months and all credits are lost.

However as the reminder email was not issued prior to the 21 day notification period I have reactivated your account and refunded your balance of 5 credits.

GRO's policy on credits are laid out in our terms & conditions of use which are available from the NI Direct website

<https://www.nidirect.gov.uk/articles/search-gronis-online-records>

Regards,

[REDACTED]

**Support Services Team**

General Register Office,  
Colby House, Stranmillis Court,

Belfast, BT9 5RR



**From:** [REDACTED]  
[REDACTED] May 2021 14:04  
**To:** DoF Info NISRA <[info@nisra.gov.uk](mailto:info@nisra.gov.uk)>  
**Subject:** Re[3]: Account Disabled Notification

Sorry for the typo - the email should say:

Your email also mistakenly says to reply to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

**From:** [REDACTED]  
**To:** [info@nisra.gov.uk](mailto:info@nisra.gov.uk)  
**Sent:** 16/05/2021 12:55:38  
**Subject:** Re[2]: Account Disabled Notification

See the message below.

Your email also mistakenly says to [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk) from which my email has been bounced.

Please let me know asap that you have reopened my account.

----- Original Message -----

From:



To: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

Sent: 16/05/2021 10:11:08

Subject: Re: Account Disabled Notification

You sent me an email yesterday the 15<sup>th</sup> May telling me that I had 21 days to take action to keep my account open.

Today the 16<sup>th</sup> May just 1 day later you have sent me an email to say that as I did not take action you have closed my account.

But I still have 20 days of the notice period given yesterday before you can close the account.

Please reopen the account so that I may now take the action requested.

Kind regards

----- Original Message -----

From: [gro.nisra@finance-ni.gov.uk](mailto:gro.nisra@finance-ni.gov.uk)

To: [REDACTED]

Sent: 16/05/2021 05:03:48

Subject: Account Disabled Notification

Dear Customer,

We sent you an email prior to this advising that the account that you used to access the GRO(NI) website would expire within 21 days due to inactivity. I now confirm that your account has expired and can no longer be used. We are sorry that you no longer intend to use our online service. However, should you change your mind, you can simply set up a new account if you so wish by clicking on the link below. Please note your original email address cannot be used again.

<https://geni.nidirect.gov.uk/Account/Register>

This email was sent from a notification-only address that cannot accept incoming email. Please do not reply to this message.

If you have a query about this email you can contact GRO (NI) General Enquiries at [gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk). Alternatively you can telephone GRO (NI). If you are calling from Northern Ireland the number is: 0300 200 7890. If you are calling from outside Northern Ireland the number is: +44 300 200 7890. You can find out how GRONI uses the information you provide in our privacy notice <https://www.finance-ni.gov.uk/publications/nisra-privacy-notices>

E-mail 8 – 03/06/2021

Good Afternoon,

Please see attached Container DOF/2021-0246 for a request logged to your business area. The response to this request is due back with CAED by **10/06/2021** and with the requester not later than **24/06/2021**.

Regards,

[REDACTED]  
FOI/EIR Unit  
Ext [REDACTED]

**From:** DoF FOI  
**Sent:** 03 June 2021 15:26  
**To:** [REDACTED]  
**Subject:** DOF/2021-0246 FOI Acknowledgement

Good Afternoon,

The Department of Finance acknowledges receipt of your request for information – your reference number is DOF/2021-0246.

Please be aware that you may experience delays when making information rights requests during the current Covid-19 pandemic. This is because resources may have to be diverted away from usual compliance or information rights work.

A link to the Departments Information Access Requests Privacy Notice is provided below.

<https://www.finance-ni.gov.uk/sites/default/files/publications/dfp/Information%20Access%20Requests%20Privacy%20Notice.pdf>

Please note that information released by the Department of Finance in response to Freedom of Information and Environmental Information Regulations requests is routinely published on our Disclosure Log which can be accessed at

<https://www.finance-ni.gov.uk/foi-disclosure-log-0>

Regards

[REDACTED]  
FOI/EIR Unit

**From:** [REDACTED]  
**Sent:** 27 May 2021 17:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** RE: Re[11]: Account Disabled Notification

How do you know this?

Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised.

**From:** [REDACTED]  
**Sent:** 26 May 2021 15:53  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[11]: Account Disabled Notification

Thank you.

This is not about setting up multiple accounts so the first sentence of your reply does not address the points that I raised.

Your email of 15 May said "Please note your original email address cannot be used again.". I am pleased to note that you now confirm that not to be true and also that you will if requested, reactivate old accounts.

The wording of the standard email which you sent to me on 16 May needs to be redrafted to reflect the position described in your email of today.

When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act?

Kind regards

[REDACTED]

**From:** [REDACTED]  
**Sent:** 26 May 2021 14:37  
**To:** DoF GRO General Enquiries <[gro\\_nisra@finance-ni.gov.uk](mailto:gro_nisra@finance-ni.gov.uk)>  
**Subject:** Re[9]: Account Disabled Notification



Noted but would you please answer the question asked in my previous email i.e. "Why is that and is it the policy or just the practice?".

A copy of the relevant manual entry or office instruction would be helpful.

You may treat this as falling within the scope of the Freedom of Information Act.

**E-mail 9 – 04/06/2021**

Hi [REDACTED] as this was a CR under NIDirect contract then ITA would have taken this forward and CPD would not hold any information in relation to this.

Hope that helps.

Regards

[REDACTED]

*Supplies and Services Division  
Construction & Procurement Delivery  
First floor West, Clare House  
303 Airport Road West  
Belfast BT3 9ED*

[REDACTED]

*Mobile:* [REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 15:33  
**To:** [REDACTED]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED]

Clarification below as required.

At this stage I only need to know if you hold any information in respect of the request.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]

[REDACTED]

[www.nisra.gov.uk](http://www.nisra.gov.uk)

**From:** [REDACTED]  
**Sent:** 04 June 2021 14:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED]

Response below

4. The query relates to the GeNI website which was procured under the NI Direct Strategic Partnership contract and went live in 2015
5. Yes, the original OBS contains the following mandatory requirements

RQ253 The Contractor must provide a facility for customers to register and create accounts before they can use either the genealogical search functionality or the online certificate ordering facility. Customers must be advised that email addresses cannot be duplicated and must relate to one account only. Contractors must clearly outline controls that will be developed including reference to any of the relevant standards outlined at Annex 2 (Technical Standards).

RQ43 The Contractor must ensure that they develop a warning message for all areas where customers do not meet validation criteria. This list is not exhaustive and the Contractor must clearly outline how they will meet this requirement, which includes:

Year Range for Genealogical Searches exceeding the maximum 5 year period;  
Date of Birth/Death/Marriage/Civil Partnership/Adoption occurring after the date of certificate application;

Certificate Applications cannot be received if:

The Date of Marriage is prior to 1845;  
The Date of Birth is prior to 1864;  
The Date of Death is prior to 1864;  
The Date of Adoption is prior to 1931; or  
The Date of Civil Partnership is prior to 2005.

Examples of warning messages may include:

- The Surname is missing;
- The Date is missing;
- There are no records found. Please amend the search criteria;
- Mandatory fields must be completed;
- This email address has already been registered. Please amend details.

[REDACTED]

[Redacted]

6. The contract was awarded around Feb 2013 under the GeNI project as a CR to the NI Direct contract

Regards,

[Redacted]

**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR



**From:** [Redacted]  
**Sent:** 04 June 2021 12:48  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

[Redacted]

Please see below from [Redacted], CPD, who requires clarification regarding the following;

4. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?
5. If the former above have you reviewed the specification?
6. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Ta

[Redacted]

[Redacted]

**NISRA**

[Redacted]

**Colby House, Stranmillis Court, Belfast BT95RR**



[Redacted]

[Redacted]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



Northern Ireland  
Statistics and Research Agency  
Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

**From:** [REDACTED]  
**Sent:** 04 June 2021 12:30  
**To:** [REDACTED]  
**Cc:** [REDACTED] DoF Procure Info  
<[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED] I have been passed your query and need to clarify some items –

4. Is this a NISRA Website which CPD put in place via procurement or is this the Nidirect website?
5. If the former above have you reviewed the specification?
6. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Regards

[REDACTED]

*Supplies and Services Division  
Construction & Procurement Delivery  
First floor West, Clare House  
303 Airport Road West  
Belfast BT3 9ED*

[REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 12:17  
**To:** [REDACTED]  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED]

Sorry but could you have a look at this query? It seems to be that there may have been something in the original tender that refers to the single email address? If that is the case the client should have the tender specification I would have thought

Thanks

[Redacted]

Supplies and Services Division  
Construction & Procurement Delivery  
Level 1 West, Clare House  
303 Airport Road West  
Belfast BT3 9ED

[Redacted]

Mob: [Redacted]



**From:** DoF Procure Info

**Sent:** 04 June 2021 12:14

**To:** [Redacted]

**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Good afternoon [Redacted] please see email below, do SSD hold any information?

Thanks [Redacted]

[Redacted]

Business Planning and Support Branch  
Policy & Performance Division (DoF)  
2nd Floor East Clare House  
303 Airport Road West  
Belfast BT3 9ED  
Tel [Redacted]



**From:** [REDACTED]  
**Sent:** 04 June 2021 10:54  
**To:** DoF Procure Info <[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Folks

**In the first instance can you just confirm if CPD hold any information in respect of this request before 09 June 2021.**

Please see CM link above to NISRA FOI Request DOF/2021-0246, which relates to the development of the GeNI website, specifically asking for the following;  
***'When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act'***

By way of background, NISRA GRO have received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account, the customer is requesting office manuals and guidance in relation to the restriction. GRO have reviewed all their GeNI guidance documents (nothing held) and advise that that the only place where this restriction is documented, is probably in the original GeNI requirements (it may also be documented in CLAS consultant documents).

Regards

[REDACTED]

[REDACTED]

Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]

[REDACTED]

[www.nisra.gov.uk](http://www.nisra.gov.uk)



**E-mail 10 – 07/06/2021**

Hi [REDACTED]

Further to my t/c this morning, I can confirm that GRO and CPD do not hold any information in respect of this request. Please see thread below from [REDACTED], CPD, who advises that this should be directed to IT Assist.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]



[REDACTED]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



Northern Ireland  
Statistics and Research Agency  
Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

**From:** [REDACTED]

**Sent:** 04 June 2021 15:46

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED] as this was a CR under NIDirect contract then ITA would have taken this forward and CPD would not hold any information in relation to this.

Hope that helps.

Regards

[REDACTED]

**Supplies and Services Division  
Construction & Procurement Delivery  
First floor West, Clare House  
303 Airport Road West  
Belfast BT3 9ED**

[REDACTED]

**Mobile:** [REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 15:33  
**To:** [REDACTED]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED]

Clarification below as required.

At this stage I only need to know if you hold any information in respect of the request.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]  
[REDACTED]  
[www.nisra.gov.uk](http://www.nisra.gov.uk)



**From:** [REDACTED]  
**Sent:** 04 June 2021 14:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED]

Response below

7. The query relates to the GeNI website which was procured under the NI Direct Strategic Partnership contract and went live in 2015
8. Yes, the original OBS contains the following mandatory requirements

RQ253 The Contractor must provide a facility for customers to register and create accounts before they can use either the genealogical search functionality or the online certificate ordering facility. Customers must be advised that email addresses cannot be duplicated and must relate to one account only. Contractors must clearly outline controls that will be developed including reference to any of the relevant standards outlined at Annex 2 (Technical Standards).

RQ43 The Contractor must ensure that they develop a warning message for all areas where customers do not meet validation criteria. This list is not exhaustive and the Contractor must clearly outline how they will meet this requirement, which includes:

Year Range for Genealogical Searches exceeding the maximum 5 year period;  
Date of Birth/Death/Marriage/Civil Partnership/Adoption occurring after the date of certificate application;

Certificate Applications cannot be received if:

- The Date of Marriage is prior to 1845;
- The Date of Birth is prior to 1864;
- The Date of Death is prior to 1864;
- The Date of Adoption is prior to 1931; or
- The Date of Civil Partnership is prior to 2005.

Examples of warning messages may include:

- The Surname is missing;
- The Date is missing;
- There are no records found. Please amend the search criteria;
- Mandatory fields must be completed;
- This email address has already been registered. Please amend details.



9. The contract was awarded around Feb 2013 under the GeNI project as a CR to the NI Direct contract

Regards,



**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 04 June 2021 12:48  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED]

Please see below from [REDACTED], CPD, who requires clarification regarding the following;

7. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?
8. If the former above have you reviewed the specification?
9. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Ta

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]

[REDACTED]

[www.nisra.gov.uk](http://www.nisra.gov.uk)

**From:** [REDACTED]  
**Sent:** 04 June 2021 12:30  
**To:** [REDACTED]  
**Cc:** [REDACTED] DoF Procure Info  
<[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED] I have been passed your query and need to clarify some items –

7. Is this a NISRA Website which CPD put in place via procurement or is this the NIDirect website?
8. If the former above have you reviewed the specification?
9. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Regards

[REDACTED]  
**Supplies and Services Division**  
**Construction & Procurement Delivery**  
**First floor West, Clare House**  
**303 Airport Road West**  
**Belfast BT3 9ED**

**Mobile:** [REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 12:17  
**To:** [REDACTED]  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED]

Sorry but could you have a look at this query? It seems to be that there may have been something in the original tender that refers to the single email address? If that is the case the client should have the tender specification I would have thought

Thanks

[REDACTED]  
**Supplies and Services Division**  
**Construction & Procurement Delivery**  
**Level 1 West, Clare House**  
**303 Airport Road West**  
**Belfast BT3 9ED**

**Mob:** [REDACTED]



**From:** DoF Procure Info

**Sent:** 04 June 2021 12:14

**To:** [REDACTED]

**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Good afternoon [REDACTED] please see email below, do SSD hold any information?

Thanks [REDACTED]

[REDACTED]  
*Construction & Procurement Delivery*  
Business Planning and Support Branch  
Policy & Performance Division (DoF)  
2nd Floor East Clare House  
303 Airport Road West  
Belfast BT3 9ED  
Tel [REDACTED]



**From:** [REDACTED]

**Sent:** 04 June 2021 10:54

**To:** DoF Procure Info <[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>

**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Folks

**In the first instance can you just confirm if CPD hold any information in respect of this request before 09 June 2021.**

Please see CM link above to NISRA FOI Request DOF/2021-0246, which relates to the development of the GeNI website, specifically asking for the following;

***'When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act'***

By way of background, NISRA GRO have received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account, the customer is requesting office manuals and guidance in relation to the restriction. GRO have reviewed all their GeNI guidance documents (nothing held) and advise that that the only place where this restriction is documented, is probably in the original GeNI requirements (it may also be documented in CLAS consultant documents).

Regards

[Redacted]

[Redacted]

**NISRA**

[Redacted]

**Colby House, Stranmillis Court, Belfast BT95RR**



[Redacted]



[Redacted]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



Northern Ireland  
Statistics and Research Agency  
Gníomhaireacht Thuaisceart Éireann  
um Staitisticí agus Taighde

**E-mail 11 – 09/06/2021**

Hi [REDACTED],

Dead end with ESS, please see below. Are you content to keep ownership of this request?

[REDACTED]

**From:** ESS Freedom of Information (FOI)

**Sent:** 09 June 2021 10:10

**To:** DOF FOI Approval <[FOI.Approval@finance-ni.gov.uk](mailto:FOI.Approval@finance-ni.gov.uk)>

**Cc:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>

**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Hi [REDACTED],

This is not for ESS (see below).

Thanks.

[REDACTED]

**From:** DoF DSS LIMS

**Sent:** 09 June 2021 8:47 AM

**To:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>

**Cc:** [REDACTED]

**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

[REDACTED]

DSS do not hold any information in respect of this FOI request.

Thanks

[REDACTED]

[REDACTED] | Corporate Services | Enterprise Shared Service

Department of Finance | Goodwood House | 44-58 May Street | Belfast BT1 4NN

Tel: [REDACTED] or Extension: [REDACTED]

[REDACTED]

**From:** [REDACTED]

**Sent:** 08 June 2021 21:09

**To:** DoF DSS LIMS <[dss.lims@finance-ni.gov.uk](mailto:dss.lims@finance-ni.gov.uk)>; [REDACTED]

**Subject:** RE: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Hi [REDACTED]

After consulting with [REDACTED] and discussions with [REDACTED] in GRO, DSS do not hold any information on this specific decision around email address usage. DSS were furnished with this particular requirement directly by GRO at the time of the project.

Regards,  
[REDACTED]

[REDACTED] | Digital Shared Services  
Goodwood House, 44-58 May Street  
Belfast, BT1 4NN | [nidirect.gov.uk](http://nidirect.gov.uk)  
t: [REDACTED] | m: [REDACTED]

**From:** DoF DSS LIMS <[dss.lims@finance-ni.gov.uk](mailto:dss.lims@finance-ni.gov.uk)>

**Sent:** 07 June 2021 13:57

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

**Importance:** High

[REDACTED]

In [REDACTED] absence please see below FOI request,

The query relates to the GeNI website which was procured under the NI Direct Strategic Partnership contract and went live in 2015

The requestor is seeking documentation on why customers must be advised that email addresses cannot be duplicated and must relate to one account only

IMB are seeking clarity in the first instance if DSS hold this information.

Many Thanks  
[REDACTED]

[REDACTED] | Corporate Services | Enterprise Shared Service

Department of Finance | Goodwood House | 44-58 May Street | Belfast BT1 4NN



Tel: [REDACTED] or Extension: [REDACTED], Mobile: [REDACTED] or Email:

**From:** ESS Freedom of Information (FOI)

**Sent:** 07 June 2021 13:07

**To:** [REDACTED] DoF DSS LIMS  
<[dss.lims@finance-ni.gov.uk](mailto:dss.lims@finance-ni.gov.uk)>

**Cc:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>

**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

[REDACTED]

NISRA GRO received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account and the customer/requester is requesting office manuals and guidance in relation to the restriction. GRO have reviewed all their GeNI guidance documents (nothing held) and advised that that the only place where this restriction is documented, is probably in the original GeNI requirements (it may also be documented in CLAS consultant documents). The request was subsequently forwarded to CPD, which also confirmed that it did not hold any information.

As the contract was awarded (around Feb 2013) under the GeNI project as a CR to the NI Direct contract, it has been suggested that this may fall to ESS to answer.

The request is outlined in the email below.

It would be appreciated if you could advise in the first instance if DSS is holding any information in relation to this request.

Many thanks.

[REDACTED]

**From:** DOF FOI Approval

**Sent:** 07 June 2021 12:29 PM

**To:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>

**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Hi [REDACTED],

NISRA identified the request as listed below. We had discussed and had thought that this would be in relation to a training manual provided when the system was first developed.

Happy to discuss,

- [REDACTED]
- In his e-mail of 26/05/2021 he requests 'When will you provide a copy of the manual entry and office instruction in accordance with the FoI Act'.

The following sentences in further e-mails of 26<sup>th</sup> and 27<sup>th</sup> May, could also potentially be treated as FOI.

- (26/05/2021) 'Why is that and is it the policy or just the practice' and
- (27/05/2021) 'Please forward a list of documents where this policy is written down. Also please advise how GRO staff are made aware of it and at what level it was authorised'

**From:** ESS Freedom of Information (FOI)  
**Sent:** 07 June 2021 11:54  
**To:** DOF FOI Approval <[FOI.Approval@finance-ni.gov.uk](mailto:FOI.Approval@finance-ni.gov.uk)>  
**Cc:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>  
**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Can you outline what the request is please, as it is not totally clear.

Thanks.

**From:** DOF FOI Approval  
**Sent:** 07 June 2021 10:32 AM  
**To:** ESS Freedom of Information (FOI) <[ess.freedomofinformation@finance-ni.gov.uk](mailto:ess.freedomofinformation@finance-ni.gov.uk)>  
**Cc:** [REDACTED]  
**Subject:** FW: NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Good morning,

Please see attached and email chain below. This request was originally logged to NISRA who also checked with CPD. Their searches have indicated that if held, this information would be held by ESS. Could you please advise if your business are content to accept ownership of this FOI.

Happy to discuss,

**From:** [REDACTED]  
**Sent:** 07 June 2021 10:16  
**To:** DoF FOI <[foi@finance-ni.gov.uk](mailto:foi@finance-ni.gov.uk)>  
**Cc:** [REDACTED]  
**Subject:** NISRA FOI Request DOF/2021-0246 - No Information Held NISRA/CPD

Hi [REDACTED]

Further to my t/c this morning, I can confirm that GRO and CPD do not hold any information in respect of this request. Please see thread below from [REDACTED], CPD, who advises that this should be directed to IT Assist.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]



[REDACTED]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



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**From:** [REDACTED]

**Sent:** 04 June 2021 15:46

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED] as this was a CR under NIDirect contract then ITA would have taken this forward and CPD would not hold any information in relation to this.

Hope that helps.

Regards

[REDACTED]

***Supplies and Services Division  
Construction & Procurement Delivery  
First floor West, Clare House  
303 Airport Road West  
Belfast BT3 9ED***

[REDACTED]

***Mobile:*** [REDACTED]

**From:** [REDACTED]  
**Sent:** 04 June 2021 15:33  
**To:** [REDACTED]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED]

Clarification below as required.

At this stage I only need to know if you hold any information in respect of the request.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]  
[REDACTED]  
[www.nisra.gov.uk](http://www.nisra.gov.uk)



**From:** [REDACTED]  
**Sent:** 04 June 2021 14:49  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED]

Response below

1. The query relates to the GeNI website which was procured under the NI Direct Strategic Partnership contract and went live in 2015
2. Yes, the original OBS contains the following mandatory requirements

RQ253 The Contractor must provide a facility for customers to register and create accounts before they can use either the genealogical search functionality or the online certificate ordering facility. Customers must be advised that email addresses cannot be duplicated and must relate to one account only. Contractors must clearly outline controls that will be developed including reference to any of the relevant standards outlined at Annex 2 (Technical Standards).

RQ43 The Contractor must ensure that they develop a warning message for all areas where customers do not meet validation criteria. This list is not exhaustive and the Contractor must clearly outline how they will meet this requirement, which includes:

Year Range for Genealogical Searches exceeding the maximum 5 year period;  
Date of Birth/Death/Marriage/Civil Partnership/Adoption occurring after the date of certificate application;

Certificate Applications cannot be received if:

The Date of Marriage is prior to 1845;

The Date of Birth is prior to 1864;

The Date of Death is prior to 1864;

The Date of Adoption is prior to 1931; or

The Date of Civil Partnership is prior to 2005.

Examples of warning messages may include:

- The Surname is missing;
- The Date is missing;
- There are no records found. Please amend the search criteria;
- Mandatory fields must be completed;
- This email address has already been registered. Please amend details.



3. The contract was awarded around Feb 2013 under the GeNI project as a CR to the NI Direct contract

Regards,



**Support Services Team**  
General Register Office,  
Colby House, Stranmillis Court,  
Belfast, BT9 5RR

**From:** [REDACTED]  
**Sent:** 04 June 2021 12:48  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

[REDACTED]  
Please see below from [REDACTED] CPD, who requires clarification regarding the following;

10. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?

11. If the former above have you reviewed the specification?

12. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Ta

[REDACTED]  
[REDACTED]  
NISRA

[REDACTED]  
Colby House, Stranmillis Court, Belfast BT95RR



[REDACTED]  
[REDACTED]  
[www.nisra.gov.uk](http://www.nisra.gov.uk)

**From:** [REDACTED]  
**Sent:** 04 June 2021 12:30  
**To:** [REDACTED]  
**Cc:** [REDACTED] DoF Procure Info  
<[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED] I have been passed your query and need to clarify some items –

10. Is this a NISRA Website which CPD put in place via procurement or is this the NIdirect website?
11. If the former above have you reviewed the specification?
12. Lastly can you advise of contract reference details ie contract number title date of award etc in order for us to locate and investigate further?

Regards

[REDACTED]  
**Supplies and Services Division**  
**Construction & Procurement Delivery**  
**First floor West, Clare House**  
**303 Airport Road West**  
**Belfast BT3 9ED**

**Mobile:** [REDACTED]



**From:** [REDACTED]  
**Sent:** 04 June 2021 12:17  
**To:** [REDACTED]  
**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Hi [REDACTED],

Sorry but could you have a look at this query? It seems to be that there may have been something in the original tender that refers to the single email address? If that is the case the client should have the tender specification I would have thought

Thanks

[REDACTED]  
**Supplies and Services Division**  
**Construction & Procurement Delivery**  
**Level 1 West, Clare House**  
**303 Airport Road West**  
**Belfast BT3 9ED**

**Mob:** [REDACTED]



**From:** DoF Procure Info

**Sent:** 04 June 2021 12:14

**To:** [REDACTED]

**Subject:** FW: CPD Input to NISRA FOI Request DOF/2021-0246

Good afternoon [REDACTED] please see email below, do SSD hold any information?

Thanks [REDACTED]

[REDACTED]  
*Construction & Procurement Delivery*  
Business Planning and Support Branch  
Policy & Performance Division (DoF)  
2nd Floor East Clare House  
303 Airport Road West  
Belfast BT3 9ED  
Tel [REDACTED]



**From:** [REDACTED]

**Sent:** 04 June 2021 10:54

**To:** DoF Procure Info <[Procure.Info@finance-ni.gov.uk](mailto:Procure.Info@finance-ni.gov.uk)>

**Subject:** CPD Input to NISRA FOI Request DOF/2021-0246

Folks

**In the first instance can you just confirm if CPD hold any information in respect of this request before 09 June 2021.**

Please see CM link above to NISRA FOI Request DOF/2021-0246, which relates to the development of the GeNI website, specifically asking for the following;

***'When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act'***



By way of background, NISRA GRO have received an FOI request regarding the policy of only allowing one email address to be registered for each GeNI account, the customer is requesting office manuals and guidance in relation to the restriction. GRO have reviewed all their GeNI guidance documents (nothing held) and advise that that the only place where this restriction is documented, is probably in the original GeNI requirements (it may also be documented in CLAS consultant documents).

Regards

[Redacted]

[Redacted]

**NISRA**

[Redacted]

**Colby House, Stranmillis Court, Belfast BT95RR**



[Redacted]



[Redacted]



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um Staitisticí agus Taighde

## E-mail 12 –11/06/2021

[REDACTED]

Please see NISRA response to FOI request DoF/2021-0246, and would ask for your approval to release.

GRO have confirmed with [REDACTED] approval that they don't hold any information and I have also included links to confirmation from CPD/ESS that no information is held.

Regards

[REDACTED]

[REDACTED]

**NISRA**

[REDACTED]

**Colby House, Stranmillis Court, Belfast BT95RR**



[REDACTED]



[REDACTED]



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**E-mail 13 - 14/06/2021**

Folks

Please find attached response for approval. The due date for this response is 24 June 2021.

PS. Confirmation that ESS and CPD also don't hold any information is stored in container Fi1-21-24957.

Regards

[Redacted]

[Redacted]

**NISRA**

[Redacted]

**Colby House, Stranmillis Court, Belfast BT95RR**



[Redacted]



[Redacted]



[www.nisra.gov.uk](http://www.nisra.gov.uk)



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um Staitisticí agus Taighde

**Attached**

[Redacted]

[Redacted]



Department of

**Finance**

An Roinn

**Airgeadais**

[www.finance-ni.gov.uk](http://www.finance-ni.gov.uk)

**FOI/EIR Unit  
Department of Finance  
2nd Floor West,  
Clare House,  
303 Airport Road West  
Belfast, BT3 9ED**

**Email: [foi@finance-ni.gov.uk](mailto:foi@finance-ni.gov.uk)**

**Date: June 2021**

**Ref: DOF/2021-0246**

Dear [REDACTED]

**Freedom of Information Act 2000**

I refer to your request for information under the terms of the above Act, dated 26 May 2021.

Your response is attached.

You have the right to request a formal review by the Department within two calendar months of the date of this letter and if you wish to do so, please write to [foi@finance-ni.gov.uk](mailto:foi@finance-ni.gov.uk) or FOI/EIR Unit, Department of Finance, 2nd Floor West, Clare House, 303 Airport Road West, Belfast, BT3 9ED.

If after such an internal review you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, who will undertake an independent review.

Yours sincerely

**FOI/EIR Unit**

**DoF/2021-0246**

**Request**

When will you provide a copy of the manual entry and office instruction in accordance with the FOI Act

**Response**

I can confirm that DoF does not hold the information requested.

**E-mail 14 –14/06/2021**

Good afternoon,

Please see attached response to your recent request for information.

██████████  
FOI/EIR Unit

**Attached**



Department of  
**Finance**

An Roinn

**Airgeadais**

[www.finance-ni.gov.uk](http://www.finance-ni.gov.uk)

██████████  
██

**FOI/EIR Unit  
Department of Finance  
2nd Floor West,  
Clare House,  
303 Airport Road West  
Belfast, BT3 9ED**

**Email: [foi@finance-ni.gov.uk](mailto:foi@finance-ni.gov.uk)**

**Date: June 2021**

**Ref: DOF/2021-0246**

Dear ██████████

**Freedom of Information Act 2000**

I refer to your request for information under the terms of the above Act, dated 26 May 2021.

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If after such an internal review you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, who will undertake an independent review.

Yours sincerely

**FOI/EIR Unit**  
**DoF/2021-0246**

**Request**

When will you provide a copy of the manual entry and office instruction in accordance with the Fol Act

**Response**

I can confirm that DoF does not hold the information requested.