

## PBNI Disclosure Log – Response to Request

Request Reference: 023.42.17  
Date of Request: 21 September 2017  
Date of Response: 19 October 2017

### Request

Q. How many people are using the PBNI "App".

To avoid confusion I am requesting active contributing live users on the date of my request. I do not require all users which may include inactive, dormant or test registrations.

To spell it out an active user is one who is registered on the "App" is actually using it regularly for an extended period of time (more than three months) and the information in it is being used in ex-offender management.

### Response

PBNI informed you, following your previous request regarding the PBNI App (request ref [023.28.16](#)) that the number of current active users as at 5 September 2016 was 167.

I confirm that the number of current active users<sup>1</sup> as at 21 September 2017 (date of current request) is 77.

Your definition, referring to 'active contributing live users' is not possible to calculate as this would require us to view active users who are accessing the App and view as it happens. PBNI does not record live users. Nor does the App require a contribution from users.

You had further clarified that by 'active user' you mean "***one who is registered on the "App" is actually using it regularly for an extended period of time (more than 3 months) and the information in it is being used in ex offender management***".

I would advise that a) the PBNI App does not require registration, b) PBNI cannot track individual users and how often they are using the App as we don't require identification or registration to use the App and c) the information is not used in ex offender management.

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications

If you are unhappy with the way PBNI has handled your request, you may ask for an internal review using our complaints procedure. A copy of our [complaints procedure](#) is available on our website [www.pbni.org.uk](http://www.pbni.org.uk). If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please note that PBNI publishes responses to requests for information on its website where we believe there may be a wider public interest. If requests are published they are anonymised i.e. details of the requester are not published.

---

<sup>1</sup> An active user refers to the number of users who visited the App (i.e. opened the APP to start session) within a specific time frame.