

05 March 2026

## Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your email which was received by VisitScotland on 12 February 2026 at 12.27pm requesting :

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

### VisitScotland’s response

We confirm that VisitScotland holds the information which you have requested.

1. We don’t use any Software Based Data Destruction internally and do not have a policy that relates to this.
2. We don’t use any Software Based Data Destruction internally.
3. All personal data is removed from End-of-Life equipment by an External Provider using Government approved, NCSC certified Data Erasure software. Details of every asset containing data is recorded and the erasure method stated. Blancco Data Erasure software is used to erase all hard drives, including SSD drives and mobile phones. This software provides a full and complete eradication of all data and performs a verification of that eradication process. It creates an individual wipe log for each drive and records the drive serial number onto the job asset report that is then provided back to VisitScotland.
4. Details of every asset containing data is recorded and the erasure method stated

Please note that an anonymised version of this response will be made publicly available on VisitScotland’s website.

### Your right to request a review

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us

in writing, or another permanent format (for example e-mail or voice recording) to:

Ms Vicki Miller  
Chief Executive  
VisitScotland  
Waverley Court  
4 East Market Street  
Edinburgh  
EH8 8BG  
Telephone: 0131 473 3603  
E-mail: [vicki.miller@visitscotland.com](mailto:vicki.miller@visitscotland.com)

The request for a review should be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the manner in which we have dealt with your application.

If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner. You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife  
KY16 9DS  
Telephone: 01334 464610  
Fax: 01334 464611  
Email: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

A link to the Commissioner's website which provides further information can be found here: [Homepage | Scottish Information Commissioner](#)

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.