

ICO Disclosure Log – Response IRQ0648895

Your request:

You asked for the following information

“As discussed appreciate if I can have some stats on how many cases have been raised with Boots (whole company) for breach of data protection act and or the mishandling of information please over the last 5 years broken down by year”.

Response

In response to your request for information, please find below the casework figures held showing how many completed data protection cases the ICO handled prior to receipt of your information request in relation to Boots. These figures include Boots cases involving the whole company.

The ICO’s retention and disposal schedule requires that we only retain casework information for two years from the closure of the case, or the last activity on the case, (unless there are specific reasons why individual cases need to be retained for longer than this). Cases from our casework management system that meet our disposal criteria are automatically deleted, in order to ensure that our casework records comply with this schedule. This means that though statistical information based on information over two years old may be available it will be incomplete and will not provide an accurate picture.

The Information Commissioner’s Office (ICO) records the details of complaints raised within an electronic case management system. The system we use allows us to search for the casework we have dealt with in a number of different ways, such as by the unique reference number the case was given, the name and address of the person who contacted us and the name of any party that has been complained about.

In order to deal with your request for information we conducted a search of our records for completed casework where the submitted

about party contains the keyword "Boots".

Count of finished casework	2014-15	2015-16	2016-17	Grand Total
DPA Compliance - Request For Assessment	11	16	8	35
Boots Group Plc	9	6	5	20
Boots Opticians	1			1
Boots Opticians Professional Services Limited		1	1	2
Boots UK Limited	1	9	2	12
Self reported incident	1	1	1	3
Boots Group Plc	1			1
Boots Opticians		1		1
Boots UK Limited			1	1
Grand Total	12	17	9	38

For your convenience we have provided this information in reusable csv format also.

As you will see that there are 38 pieces of finished casework where the party complained about is recorded as Boots.

Sometimes, recorded information relating to a complaint will change over time. This can occur if further information is provided by the parties which changes factors or because errors in recording the information have been rectified. The information provided in response to this request should therefore be viewed as a snapshot of the recorded information held at the time.

In order to determine whether we had actually contacted Boots we conducted a manual search of these cases and there were 19 cases out of the 38 cases where Boots were contacted by the ICO for processing of personal data. I should however emphasise that just because Boots were contacted in relation to concerns raised about them does not necessarily mean that in these cases Boots had not complied with the DPA or there was a breach of the DPA.