

13 March 2024

IC-289609-Q3W9

Request

You asked us:

"How many other incidents have there been with this company and have those been notified to the ICO or action taken by the ICO?"

Regarding Retrack Personnel Limited.

We received your request on 20 February 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

I can confirm that we currently hold two complaints in total on our system which relate to Retrack Personnel Limited. Both of these complaints have been closed with the outcome 'Informal action taken.'

Please note that complaints cases are generally kept for two years after closure, in line with our [retention schedule](#). There may have been previous complaints or other cases relating to this company, but if there were these are no longer held on our system.

You might also find our [complaints and concerns data sets](#) useful, as we regularly proactively publish information about complaints and other cases submitted to us.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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