

12 March 2024

IC-291613-G3B7

Request

"We recently were contacted by the ICO regarding a consumer data privacy complaint, which is assigned the number [case reference provided]. We are preparing our response to the consumer and ICO, and in order to do this most fully, we would like to view the complaint and any correspondence between the ICO and the consumer, to the extent those are available to us.

Could you kindly forward to me this information?"

We received your request on 29 February 2024.

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

Our response

We can confirm that we hold information in scope of your request, however it is withheld under section 40(2) of the FOIA because it is the personal data of the complainant.

The FOIA provides access to recorded information held by a public authority unless an appropriate exemption applies. Disclosures under the FOIA are considered to be applicant blind, and are therefore made to 'the world at large.'

We take the view that individuals do not generally expect their letters or complaint forms to be copied to the organisation they are complaining about. We therefore find that disclosure would be in contravention of the first data protection principle. This requires personal data to be processed lawfully, fairly and in a transparent manner in relation to the data subject.

We provide organisations with sufficient information about the complaint in the course of our handling of it. It is therefore not necessary to disclose further information to the world at large.

If there is any further, specific, information which you require in order to fully respond to the issues raised by this complaint please let the case officer know so that they can provide you with an appropriate response.

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](#) on our website.

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



Information Access Team
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
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see our [privacy notice](#)**