

26 March 2024

IC-293209-P7X1

## Request

In summary, you asked us:

*"please provide me with information concerning your database systems and search capability in terms of dealing with DPA requests. Are all of your investigations kept within one database? Is the search/query system sufficiently complex that you are able to do an ICO wide search for information of any action against a particular organisation for particular dates? I am not concerned with general enquiries, more complaints and action specifically."*

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

## Our response

We have searched our records based on the information you provided and can confirm that we hold information within the scope of your request.

The ICO holds several databases for different parts of our work. Data protection and FOI complaint case files, as well as information requests submitted to the ICO, are held in a database called ICE 360. Other investigations are held in a database called Crimson.

We also hold databases specifically for organisation registration information, cookies, and spam text, as well as a document database (Sharepoint).

Each database must be searched independently.

Complaints about and action taken against an organisation are held in specific databases, and so we would need to search those for information relating to requests for that information.

We do also publish information about [complaints we've received](#) and [action we've taken](#) to our website. This is available for any member of the public to search.

This concludes our response to your request. We hope this information is useful to you.

## 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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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