

6 June 2023

ICO Case Reference IC-234827-B0H1

Request

On 25 May 2023 you made the following request:

What contracts does the ICO have with Capita Plc?

Do Capita still process payroll for ICO?

Do Capita provide any bank/temp staff to ICO?

If yes, are they assigned casework or what roles do they fill?

How many ICO caseworkers are Capita placements and what % of staff at ICO came to be there via Capita?

Does the ICO share any casework data with Capita plc?

We have dealt with your request in accordance with the Freedom of Information Act (2000).

Response

We hold information that falls within scope of your request. We have addressed each point individually below.

What contracts does the ICO have with Capita Plc?

We have a contract in place currently for payroll services which expires at the end of June 2023 and will not be renewed.

Do Capita still process payroll for ICO?

No. This has been transferred to Workday.

Do Capita provide any bank/temp staff to ICO?

No.

If yes, are they assigned casework or what roles do they fill?

Not applicable.

How many ICO caseworkers are Capita placements and what % of staff at ICO came to be there via Capita?

Not applicable.

Does the ICO share any casework data with Capita plc?

No.

This concludes our response to your request.

Next steps

Please come back to us in the first instance if you would like a clarification or a review of the way your request has been handled. If you remain dissatisfied you can then request a review of our decision under the FOIA or make a complaint about how your request has been handled by writing to the Information Access Team at the address below or email icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation. To make such an application, please write to our FOI Complaints & Appeals Department at the address below or visit our website if you wish to make a complaint under the Freedom of Information Act.

A copy of our review procedure can be accessed from our website [here](#).

Your rights

Our [privacy notice](#) explains what we do with the personal data you provide to us and what your rights are, with a specific entry, for example, for [an information requester](#). Our retention policy can be found [here](#).

Yours sincerely,



Information Access Team
Risk and Governance Department, Corporate Strategy and
Planning Service
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