

14 March 2023

Case Reference IC-220240-S5W1

Your request

You asked us for the following:

"From 1st January 2018 to the date of receipt of this FOI, please provide the following:

- 1. The number of complaints against Webhelp UK, Webhelp UK Trading and Telecom Service Centres Ltd T/a Webhelp UK made to the ICO.*
- 2. The number of complaints made against the above companies in this period that mention a data breach/ breach of GDPR.*
- 3. The number of complaints made against the above companies that have been upheld by the ICO in this time period. Please also provide a brief description of the nature of each of these complaints, why the ICO ruled in favour of the complainant in each case, and the subsequent actions taken by the ICO with regard to the complaint.*
- 4. A brief description of the focus of any ongoing ICO investigations into Webhelp UK, Webhelp UK Trading and Telecom Service Centres Ltd T/a Webhelp UK."*

Where your questions satisfy the criteria of a valid information request, we have considered your request under the Freedom of Information Act 2000 (FOIA).

Our response

We can confirm that we hold information within scope of your request parts 1-3. We do not hold any information in relation to part 4.

We hold records of the four attached complaints which appear to meet the criteria you specify.

You will see that three of the four complaints resulted in 'no further action' and one 'informal action taken'. This last involved an

instruction from the ICO to respond to a subject access request. All four related to complaints about compliance with the GDPR.

This concludes our response.

We hope you find this information helpful.