

4 July 2023

Case reference IC-240799-H8L5

Request

You asked us for any statistics on personal data breach cases which have been upheld.

We received your request on 27 June 2023.

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

Our response

The ICO receives personal data breach reports from organisations, and these are set up as personal data breach cases. The outcomes of these cases are categorised in terms of whether action was required by the ICO or not (either formal or informal action). We do not class these cases as upheld or not upheld.

The ICO also receives data protection complaints which tend to be from members of the public about how their personal data has been processed. These complaints are set up as cases and they are categorised in a similar way, although it may be interpreted that we are "upholding" a person's complaint if we determine that action is required from the relevant organisation.

FOIA section 21

In either case, the data and statistics on personal data breach case outcomes and data protection complaint outcomes are publicly accessible on our website here:

<https://ico.org.uk/about-the-ico/our-information/complaints-and-concerns-data-sets/>

In addition, we have a data security incident trends tool on our website which gives an overview of personal data breaches and their outcomes:

<https://ico.org.uk/action-weve-taken/data-security-incident-trends/>

Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA.

Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

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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