

12 July 2023

IC-238405-H9R3

## Request

You asked us:

*"Can you please provide confirmation that the ICO is aware of the following in relation to a 10 month backlog of data access requests to OVO Energy? Extract below was provided by an employee of OVO:*

*'We've let the ICO know that requests raised in December, such as yours, will be completed no later than mid October'.*

*Is this true and do you have information pertaining to the actual numbers of data access requests from October 2022 to Ovo Energy and how they compare to previous years?"*

We received your request on 14 June 2023.

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

## Our response

We can confirm that our Public Advice and Data Protection Complaints Service have been in contact with OVO regarding their backlog of subject access requests (SARs). The information provided to the ICO matches what you were told in relation to when they expect to be able to respond to SARs received in December.

OVO have provided the ICO details of their backlog, rather than the total number of SARs received each month. As a result we do not hold information about the total number of SARs received by them from October 2022 or in previous years.

## 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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