

24 July 2023

Case reference IC-240884-D6Y1

Request

You asked us:

"What communication has there been between Virgin Media and the ICO over Virgin Media's well publicised email outages this week please?"

We received your request on 24 June 2023.

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

Our response

We can confirm we hold information in scope of your request.

Virgin Media reported the email service outage to the ICO on 22 June 2023. This was reported through our Data Security Breach Form online.

On 23 June 2023, the ICO's Personal Data Breach team ("PDB") sent an email acknowledgement of receipt of the report.

There were no further recorded communications between the ICO and Virgin Media held at the time we received your request (24 June 2023).

However, on a discretionary basis, we can provide a further brief summary of the subsequent information we hold.

Our PDB team closed the case on 26 June 2023, as no further action was needed from them. It was referred to our Privacy and Digital Marketing Investigations team instead ("PDMIT").

Our PDMIT team requested a discussion about the outage with Virgin Media. This has then been discussed between the two parties, and Virgin Media have since emailed the PDMIT team about 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



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews

Please consider the environment before printing this email
**For information about what we do with personal
data see our [privacy notice](#)**