

21 August 2023

## IC-251258-X4M6

### Request

You asked us:

*"I would like to know:*

- *The number of complaints made about Data Subject Access Requests*
- *A breakdown of the above by industry sector*

*I would like data for each of the last five years, with June 30 as year-end. If this is not possible then please use the year-end used internally by the organisation."*

We received your request on 14 August 2023.

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

### Our response

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

Please see the table below showing the number of complaints that we received about subject access requests, broken down by the year that the complaint was received and the sector that the complaint relates to.

<b>Sector</b>	<b>2018</b>	<b>2019</b>	<b>2020</b>	<b>2021</b>	<b>2022</b>	<b>2023*</b>
Central government	-	11	563	946	1033	435
Charitable and voluntary	-	-	142	287	251	127
Education and childcare	-	5	403	862	855	373
Finance, insurance and credit	6	21	1359	1925	1475	980
General business	2	3	633	1231	1157	602
Health	-	11	699	1678	1721	886

Justice	-	3	406	743	648	359
Land or property services	-	2	463	767	768	324
Legal	-	3	263	502	399	235
Local government	-	4	754	1580	1584	768
Marketing	-	-	32	58	54	25
Media	-	1	32	34	35	15
Membership association	-	-	96	129	133	104
Online technology and telecoms	3	31	505	873	669	516
Political	-	2	74	162	147	20
Regulators	-	-	92	238	171	47
Religious	-	-	19	36	37	19
Retail and manufacture	-	7	555	877	764	402
Social care	-	1	102	218	175	48
Transport and leisure	1	14	601	693	679	407
Unknown	-	-	-	1	1	1
Utilities	-	-	155	422	541	423

\*1 January 2023 - 30 June 2023.

The information within the above table is the complaints that we currently hold. In line with our retention policy, we delete casework after a period of two years of inactivity on the case. Therefore, the years 2018, 2019 and 2020 are not an accurate reflection of the number of complaints that we received in those years as some cases will have now been deleted. You can find more information about our retention policy [here](#).

This concludes our response to your request.

### 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.

Yours sincerely,



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Strategic Planning and Transformation  
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