

4 September 2023

IC-249368-G7Q0

Request

You asked us:

"Given the personal data breaches experienced by orgs using Twilio Sendgrid, what has the ICO done to assess the risks to individuals."

We received your request on 4 August 2023.

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

Our response

I can confirm that we hold information in scope of this request. I can confirm that the ICO has conducted a transfer risk assessment and a DPIA in relation to Twilio Sendgrid.

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 and EIR. 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

Senior Information Access Officer



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