

17 August 2023

ICO Case Reference IC-249066-X8R3

Request for information

Request received 2 August 2023:

"What does the ICO know about Devon County council's backlog of subject access requests? What enforcement action is/has the ico taken against Devon County Council? If the ico knows about the backlog, when did it become aware? How long has it given Devon County Council to resolve the backlog, which is apparently going to take about 9 months?"

To the extent that your request is for recorded information we hold, it has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We can confirm that our Public Advice and Data Protection Complaints Service (PADPCS) were made aware in March 2023 by Devon County Council (DCC) of their backlog of Subject Access Requests. PADPCS were further advised in April 2023 of DCC's plans to clear the backlog.

No enforcement action has currently taken place or been planned. The ICO publishes [Enforcement action](#) we have taken on our website. To date, the ICO have not imposed a deadline for Devon County Council to resolve the backlog.

For information, we also publish [Complaints and concerns data sets](#) of our casework, in line with our [Communicating our Regulatory and Enforcement Activity Policy](#). These include casework relating to data protection complaints.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at accessicoinformation@ico.org.uk, or the postal address below.

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

Your information

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

Information Access Team

Strategic Planning and Transformation

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