

31 August 2023

IC-250011-M8C1

Request

We received your request on 7 August. You asked for the following information:

1. The ICO25 set out that the ICO will respond faster to complaints and queries: Apart from their progress tracker and customer satisfaction surveys, how will the ICO manage this task?

- what size is the workforce who handle this?*
- Are all the workforce qualified in privacy or from diverse backgrounds?*
- is specific training provided?*

2. The webportal and iAdvice:

what are your resources for these and how are you handling this e.g. size of workforce, etc.

3. ICO International engagement team:

- How many are in the team?*
- Is there an updated report in terms of measurement of engagement activities?*

On 8 August you made a further request as follows:

Has there been any difficulty in collecting fines from global organizations, if not what have been the issues?

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably aware, this legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information within the scope of your request. I have responded using your numbering below:

1.

Currently there are 247 staff handling complaints under Data Protection and Freedom of Information legislation.

Staff come from diverse backgrounds and the ICO provides it's own specialised training, tailored to individual job roles.

2.

We are unclear what you mean by 'web portal'.

Regarding iAdvice:

Currently, there are 1.5 FTE members of staff allocated, overseen by one Group Manager who also has responsibility for the DPIA Prior Consultation team. This resource can flex depending on the priorities of other teams in the dept and the volumes of work being experienced at any given time. A broad outline of service standards etc is available on our [website](#).

3.

There are 16 members of staff in the International Engagement Team. The team does not produce reports measuring engagement currently.

Response to "Has there been any difficulty in collecting fines from global organizations, if not what have been the issues?"

You can find information about our work to recover fines on our website [here](#). If you require more information about this we suggest that you submit a new request, setting out in more specific terms what kind of information you are looking for. Under FOI we can consider requests for copies of recorded information that we hold in our records, but cannot create answers to broadly phrased questions such as this.

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 the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered 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 Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely