

11 September 2023

ICO Case Reference IC-255571-R7C7

Request for information

Request received 31 August 2023:

"Please provide the number of complaints you have received regarding Babcock International relating to how they are processing and handling data, and specifically their non compliance Subject Access Requests."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are 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 in scope of your request. We hold information relating to data protection complaints about Babcock International Group in our casework management system.

The complaints have been categorised in our records as follows:

Legislation reason for complaint	No. of cases
Art 15 - Right of access	2
Art 15(3)(1) - Provide a copy of the personal data	3
Art 32 - Security of processing	2
Art 5 - Principles relating to processing of personal data	2
Art 5(1)(f) - Integrity and confidentiality principle	2
Art 6 - Lawfulness of processing	3
Unassigned	1
Total	15

We publish details of our completed casework in our [Complaints and concerns data sets](#) on our website. The [Data protection complaints - data sets](#) provide details of the organisation the complaint was submitted about, so searching for Babcock International will provide details of complaints made about this organisation, including the legislative reason for the complaint, the outcome and whether an infringement was recorded. We also publish a guide to the [case outcome descriptions](#) for data protection complaints on our website.

Please note that information is deleted from our casework management system in line with our [Retention and Disposal Policy](#), so these figures represent only the cases for which we currently hold information.

Because the information above is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section 21 states that we don't need to provide you with a copy of information when you already have access to it. However, we are providing the information and links above for your convenience.

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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For information about what we do with personal data see our [privacy notice](#)