

30 August 2023

Case Reference IC-253573-V6C5

Your request

You asked us for the following:

“Given the lack of base data please can you supply the following information - Enforcement action taken against organisations classified as utilities by quarter from 2020 to the latest quarter for which data is available quantified and detailed by the category of enforcement applied.

Also please clarify the powers of the ICO in relation to enforcement for failure to adhere to the Statutory timescales within the legislation.”

Where your questions satisfy the criteria of a valid information request, we have considered your request under the Freedom of Information Act 2000 (FOIA).

Our response

We can confirm that we hold information relating to formal enforcement action taken against utility companies.

We publish this information on our website on our [Enforcement action | ICO](#) page, which can be filtered by sector ‘utilities’. These are only published on our website for a period of 2 years, but you can access older versions of our website, along with older published material, via the [Archive Timeline - UK Government Web Archive \(nationalarchives.gov.uk\)](#).

Our [Regulatory Action Policy \(ico.org.uk\)](#) outlines the ICO’s powers as underpinned by the legislation regarding breaches of the legislation it oversees. It also explains when formal action will be taken and what types of action are available to us.

As the information linked above is available to you by other means, it is technically exempt from disclosure under section 21 of the FOIA.

You will see from the disclosure you reference in your request and the datasets to which we linked you to previously that we engage with utility companies regularly in response to complaints from

individuals; but we also engage regularly with utility companies on an informal basis as part of our general regulation of data protection legislation compliance, including issues relating to timeliness of responses.

This concludes our response.

We hope you find this information helpful.