

15 August 2023

IC-246582-B6G2

Request

You asked us:

- "1. Explain why consumers are not made aware of this?*
- 2. Why have you not updated your redirection in place with the Royal Mail?*
- 3. Why do you not give details of your correct postal address?*
- 4. How long has this procedure been in place?*
- 5. How many correspondences have been redirected by Royal Mail on behalf of ICO to your unknown address?*
- 6. Can you please give us a breakdown of the cost ICO has incurred since the implementation of the redirection?*
- 7. As taxpayers and members of the public, we are entitled to know why more direct address as noted above is not made known?*
- 8. For the purpose of accountability and transparency, may we please request the ICO to disclose the address in South East of England where the correspondences are being directed to so we can send future correspondence directly to them."*

We received your request on 21 July 2023.

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

Our response

I have consulted with the relevant areas of the ICO and I can confirm that we hold some information in scope of this request. I have answered the questions below.

- 1. Explain why consumers are not made aware of this?*

The privacy notice on ICO website was updated on the 25th of April 2022 to advise that our mail is redirected to Exela and opened by Exela.

2. *Why have you not updated your redirection in place with the Royal Mail?*

We still have the Royal Mail diversions and redirections in place.

3. *Why do you not give details of your correct postal address?*

The ICO postal address is the correct postal address. Mail sent to the ICO postal address will be received by the ICO.

4. *How long has this procedure been in place?*

The ICO's first digital mail solution was 13th of July 2020 when the ICO set up a variation to its storage contract to include a digital mail room. The current mail digital mail solution has been in place since 25th of April 2022.

5. *How many correspondences have been redirected by Royal Mail on behalf of ICO to your unknown address?*

All mail is redirected.

6. *Can you please give us a breakdown of the cost ICO has incurred since the implementation of the redirection?*

We are not able to provide a breakdown of the cost incurred by the ICO as it involves other costs such as hybrid working and a paperless office.

7. *As taxpayers and members of the public, we are entitled to know why more direct address as noted above is not made known?*

This is not a request for recorded information.

8. *For the purpose of accountability and transparency, may we please request the ICO to disclose the address in South East of England where the correspondences are being directed to so we can send future correspondence directly to them*

There is a clear process in place to send mail to the ICO. This is to send it to our postal address. Sending correspondence directly to Exela, rather than to the ICO, would risk mail not arriving at the ICO as it would not be addressed to us. It should also be noted that the quickest and most secure way to correspond with the ICO is via email.

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



Information Access Team
Risk and Governance Department, Corporate Strategy and
Planning Service
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
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**For information about what we do with personal
data see our [privacy notice](#)**