

20 September 2023

## **IC-255435-R1L2**

### **Request**

You asked us:

*"You state that you have issued more than £2,440,000 of fines. How much of this amount has actually been paid please?"*

You further clarified that the £2,440,000 figure in question was that referred to in an ICO's blog post titled ['Hang up, report them to us – you don't owe nuisance callers your time'](#) of 2 August 2023. The relevant section of the blog post reads:

*"The ICO has issued more than £2,440,000 in fines against companies responsible for nuisance calls, texts and emails in since April 2022."*

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

### **Our response**

As of the date of your clarification, 6 September 2023, the total amount paid in respect of the £2,440,000 referred to was £555,826.37.

This concludes our response to your information request.

### **Further advice and assistance**

The ICO proactively publishes a breakdown of yearly monetary penalty totals in our [Annual Reports](#). For example, in our report of 2022/23, we include a summary table of the total value of imposed penalties in that financial year, the total value of paid penalties and other financial details.

We also proactively publish detailed information about [the monetary penalties we](#)

[issue and the work to recover fines](#) in the [Action We've Taken](#) section of the ICO website.

On this page, you can find a spreadsheet of civil monetary penalties from 2010 to the present, listed by date and organisation. This spreadsheet includes details of each fine issued, whether it has been paid or partially paid, how much has been recovered via formal recovery action (if recovery has been completed) and other supplementary information.

### **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. 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



Information Access Team  
Strategic Planning and Transformation  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
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