



Date: As postmarked

Case reference IC-248968-G4R9

Request for information

We can confirm we are now in a position to provide you with a response to your information request that you sent to us on 25 July 2023.

You asked us:



Please can you provide with details of any data breaches reported to you by the company and the extent of any action that you have taken in respect of these breaches?"

The company that you refer to within your request is **Elder Business Solutions Ltd – In Liquidation (the Company)**

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

Our response

We can advise that we do not hold the information within the scope of your request. Having searched our casework management systems we could not find any personal data breach reports matching the criteria you provided.

Please be aware, however, that not every data breach is reportable to the ICO. In the event of a data protection breach, an organisation must assess the risk to the individual(s) affected. We have guidance for when and how to report a breach on our website at [Report a breach | ICO](#)

We also regularly provide advice to data controllers by telephone to assist them with breach incidents. These calls are not recorded by the ICO.

Please also be aware that we do not retain records of personal data breaches reported to us indefinitely. Details of data breach reports are routinely deleted in line with our retention schedule. As we only keep data breach reports for a specified period, we cannot say with certainty that we have never received a report from **Elder Business Solutions Ltd** as it may have been deleted in line with our retention and disposal policy. You can find details about our retention policy here: <https://ico.org.uk/media/about-the-ico/policies-and-procedures/4018504/retention-and-disposal-policy.pdf>

[REDACTED]

[REDACTED]

This concludes our response to your request.

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



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