

31 August 2023

Case Reference: IC-248460-B3M3

## **Review of response to information request**

I write further to your email of 14 August in which you requested a review of the handling of your request dealt with under the reference number IC-248460-B3M3.

Section 45 of the Freedom of Information Act 2000 (FOIA) requires the publication of a code of practice, designed to assist public authorities to handle requests under the FOIA.

This guide recommends that public authorities put in place an internal review process for FOIA responses, which our guide suggests should be triggered whenever a requester expresses dissatisfaction with the outcome of a request they have made.

As a result, we have conducted an internal review of our response to your information request which was handled under the reference number IC-248460-B3M3. I am a manager in the Information Access Team, and I can confirm that I have had no prior involvement in the handling of this request.

## **Request and response**

On 31 July we received a request from you which sought the following information:

*"Please provide details of any reports made to the ICO by the Data Communications Company (DCC) between 2018 and 2021 in their role as a data controller or data handler, by the DCC itself or any of their contracted suppliers or of their Systems Integrator, Netcompany.*

*In particular detail of any personal data compromised, the nature of any data loss including through cyber attacks in relation to the smart meter implementation programme or the Centralised Switching Service (switching programme). If any such report was made when was it made and was any follow up Communication sent or received by the ICO.*

*Please also provide a copy of the report made by the DCC and any action taken by the ICO as a result as well as any correspondence sent by the ICO to either the DCC or to Ofgem as a result."*

On 3 August we responded and confirmed we held no information within the scope of your request.

## **Review**

I have completed my own relevant searches based on the information you provided and I can confirm we hold no information.

Please note that not all data breaches are reportable. We also regularly provide advice to data controllers on the phone to assist them to make their decisions. These phone calls are not recorded. We also have a retention schedule that results in most older cases being deleted from our systems.

In addition to this it may be worth noting that some companies fall under a parent company or group of companies that have a different name. They may also be acting as a data processor for another data controller.

Within your request you mentioned "*..or any of their contracted suppliers*". The Information Access Team would not be aware of the contractual agreements that DCC have, neither would it be considered necessary to complete any research to try and find out.

However, if you are aware of any specific companies, you can submit a new request for information that we can handle under a different case number.

With regards to this case, I consider the response provided to you under to be accurate and correct and as a result your review is not upheld.

## **Complaint procedure**

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the Freedom of Information Act 2000. This can be done by visiting:

<https://ico.org.uk/make-a-complaint/>

Yours sincerely

Information Access Team Manager,

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Wilmslow, Cheshire SK9 5AF