

3 August 2023

IC-248460-B3M3

Request

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.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA).

Response

I have carried out searches of our casework management system for any breach reports submitted by the Data Communications Company and Netcompany.

Based on these searches I can confirm that we do not hold information in scope of your request.

If you would like information about contracted suppliers of DCC you will need to specify which organisations you are interested in. This will be handled as a new request.

You may be interested to know that we proactively publish our [casework data sets](#), so you can search these yourself for data breach cases closed between 2021 and 2023.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are. This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



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ico.org.uk twitter.com/iconews
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see our [privacy notice](#)**