

26 July 2023

IC-246656-H6M7

Request

You asked us:

"I want to know if Shropshire County Council, or a third-party provider contracted to work on their behalf, made a referral/self-referral to the Commissioner on the grounds that, between 2018-2022 a significant quantity of personal, sensitive, medical data pertaining to between 500-700 unpaid Carers (and those they cared for) was allegedly "lost". Where lost appears to mean, stored in such a manner that - whilst it was the legal responsibility of Shropshire County Council to provide support to the data subjects - their data was neither secure, accurate, nor portable; such that, when the third-party provider's contract ended, the data could not be transferred back to the County Council. And data subjects do not know where that personal data is now is."

We received your request on 24 July 2023.

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

Our response

We have searched our records based on the description you provided. I can confirm that we do not hold any information regarding a self-reported personal data breach that matches that described in your request.

However, I note that you specified a timeframe of 2018 to 2022.

The ICO's [retention schedule](#) requires that the ICO only retains information relating to self-reported personal data breaches for two years, except where the ICO took formal regulatory action.

This means that if a data breach was reported to the ICO over two years ago and the ICO decided to take no action or only informal action, it is likely that we would no longer hold a record of this information.

As it is now 2023, this means that we can't definitively confirm whether or not Shropshire Council reported a personal data breach matching the description you provided prior to July 2021. If Shropshire Council did report such a data breach to the ICO prior to that date, it is likely that we would not retain this information.

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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