

4 July 2023

**IC-239274-P9W9**

**Request**

*"Good afternoon. I was affected by the Cambridge Water Data breach last year and wondered if there is access to what has actually happened to them as a consequence? Did they have to pay a fine? Will this be passed to people whos data ended up on the dark web? There are people of social media trying to recruit people to join a law suit but it doesn't look trustworthy to me. It did however make me wonder whenether it's right to just take that one on the chin. What are your views on this please?"*

We have interpreted your request as a request for any outcome we hold regarding the data breach you have described.

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

**Our response**

I have searched our systems for information in scope of your request.

To clarify, the breach you refer to was reported by South Staffordshire PLC, who are the parent company for Cambridge Water. I can confirm that the investigation into this case is still ongoing.

As such, we do not hold an outcome letter or information around action we've taken, and so no information is held.

Please note that action we take in response to investigations and breaches is published on our [website](#). Furthermore, outcomes for all breaches are published

as part of our [datasets](#) after case closure.

Regarding your other questions, I can not confirm whether any action in particular will be taken. This will ultimately depend upon the outcome of the investigation. We have published our [regulatory action policy](#), which outlines the circumstances in which we take formal regulatory action and our procedures around doing so.

I can confirm that, in the event a monetary penalty is issued, as per our regulatory action policy it is payable for the benefit of HM Treasury and the Consolidated Fund.

If you believe that there has been a contravention of your rights under data protection as a result of this breach, you are entitled to [make a complaint](#) to ourselves as the regulator for data protection.

You also have the right to apply to a court if you believe that there has been a contravention of your rights.

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](mailto: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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Risk and Governance Department, Corporate Strategy and  
Planning Service  
Information Commissioner's Office, Wycliffe House, Water  
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