

26 June 2023

IC-238264-X7N8

Request

You asked us:

*Can a copy of the current ICO DPA Case Review process/policy and procedure please be provided? *(The policy and practice documents available on the ICO site include only Service Complaint Procedure and FOI/EIR Case-work, There is no formal practice paperwork to refer to confirming the official requirements of DPA case response/case review?)"*

We received your request on 7 June 2023.

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

Our response

We can confirm that we do hold information within the scope of your request.

The information about Data Protection complaint reviews is available via several pages on our website which cover our service standards and the way in which we handle complaints. These can be found at the following links:

Our Service Standards: <https://ico.org.uk/about-the-ico/our-information/our-service-standards/>

ICO Service Charter: <https://ico.org.uk/media/about-the-ico/service-standards/4018507/ico-service-charter.pdf>

How we handle concerns: <https://ico.org.uk/about-the-ico/what-we-do/how-we-handle-concerns/>

What to expect from the ICO when making a data protection complaint:
<https://ico.org.uk/make-a-complaint/data-protection-complaints/what-to-expect/>

The above information is technically exempt under section 21 of the FOIA as it is available to you through sources other than making a FOIA request. Further information on this can be found below.

FOIA section 21

Section 21 states that we don't need to provide you with a copy of information when you already have access to it. You can access the information you have requested at the links provided above. Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. 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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