

25 September 2023

Case reference IC-255321-G8S3

Request

You asked us:

"Please disclose all training materials used by the ICO to train their employees within the role of 'Customer Service Adviser (Case Officer)' specifically on LEGISLATION/CASE LAW. This role can be found in the ICO business area 'Public Advice & Data Protection Complaints Services (PADPCS)'.

Please note the phrasing - training materials linked purely to learning legislation/case law and NOT that which is linked with ICO corporate culture/procedures (things like style guides, customer service guides, instructions on how to use an internal system etc) - the disclosure is sought for legislation /case law training materials only."

We received your request on *1 September 2023*.

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

Our response - Section 21 FOIA

You can access the requested information here:

- PADPCS **training materials** have previously been disclosed on our website here:

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-236327-c7q7/>

- Our internal **FOIA training** videos are available on our website here:

<https://ico.org.uk/for-organisations/foi-eir-and-access-to-information/freedom-of-information-act-foia-and-environmental-information-regulations-eir/>

- Our internal **Data protection and GDPR** training videos are available on our website here:

<https://ico.org.uk/for-organisations/uk-gdpr-guidance-and-resources/training-videos/>

- Our internal training videos about data protection in the context of the UK's **intelligence services** are available on our website here:

<https://ico.org.uk/for-organisations/intelligence-services-processing/resources/>

- Our internal **Privacy and Electronic Communications Regulations** training videos are available on our website here:

<https://ico.org.uk/for-organisations/direct-marketing-and-privacy-and-electronic-communications/training-videos/>

Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA.

Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

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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