

28 September 2023

Case reference IC-255338-M9M6

Request

You asked us:

"How many times has the Information Commissioner's office sent out late subject access requests and fois in the last 5 years?"

"What was the most late response (in days) for each (subject access request and foi)?"

We received your request on *1 September 2023*.

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

Our response

Totals - Section 21 FOIA

You can access the total figures you have requested below.

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.

You can access information about the percentage of requests completed within timescales in our Annual Reports which are published on our website here:

<https://ico.org.uk/about-the-ico/our-information/annual-reports/>

Combined with the request total figures, this allows you to derive information about the amount of requests which were responded to outside of the relevant timescales.

The response figures are on the following pages for each Annual Report:

- 2017/18 = page 34
- 2018/19 = page 59
- 2019/20 = pages 68-69
- 2020/21 = pages 57-58
- 2021/22 = pages 60-61

We have previously published statistics for the time period from 1 August 2020 to 31 July 2021. This can be found on our disclosure log on our website here:

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-124501-v5c9/>

We have previously published statistics for the time period from April 2020 to August 2023. This can be found on our disclosure log on our website here, and so this covers the 2022 and 2023 part of your request:

<https://ico.org.uk/about-the-ico/our-information/disclosure-log/ic-245725-v5g8/>

The data for August 2023 which is contained in that above disclosure log response may not be complete (due to the time of disclosure), so we have provided it again below for re-assurance.

August 2023 stats:

- 281 cases received
- **99.26%** of responses completed within statutory timescales in this month

Latest response times

Our latest response times for subject access requests and freedom of information requests are as follows:

SAR = 1193 days

FOI = 1447 days

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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