

12 October 2023

IC-257883-G6L3

Request

You asked us:

"Please confirm that the arbitrary cap of attachment size was imposed without any policy or formal estimate.

Please identify the appointment holder who a) instituted this, and b) authorised this.

Please provide the date when this action was implemented."

We received your request on 14 September 2023.

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

Our response

On 14 September 2023 we provided a response to a FOI request referenced IC-254479-J9N1. In this response, we advised:

"Finally, regarding "the imposition of the document limitation for e-mails" – we have interpreted this as a request for any policy documents around the attachment size limit for incoming and outgoing emails in our systems. We do not hold any information in scope of this request, as there are no policy documents regarding this.

To provide some further guidance on the file size limit, however, there is a 20 megabyte limit on the inbox which applies to all ICO email addresses, including our customer facing inboxes. There are separate limits configured on our casework management systems, which are set at 15,360 kilobytes."

Upon reviewing this FOI request it has been noted that the figures provided previously were incorrect and we apologise for this.

The current values for general mail sent and received is set to a maximum of 27648 (kB). As previously advised, we do not hold a policy for this size cap however we can advise that this limit is set to the default recommended by Microsoft.

The current values for our casework management system is set to a maximum of 10240 (kB). We do not hold a policy for this size cap however we can advise that this cap was imposed due to the storage limitations of our casework management system.

We do not hold any information about who authorised these limits or when they were implemented.

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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