

13 October 2023

ICO Case Reference IC-262937-B1Z7

Request for information

Request received 9 October 2023:

"I would like to know how many complaints have you received about Imperial College Healthcare NHS Trust failure to comply with their obligations under the GDPR or Data Protection Act 2018.

Can you also confirm how many of those complaints you have upheld against the NHS Trust and what regulatory action your organisation has taken."

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

Our response

We do hold information in scope of your request. We currently hold information regarding 56 data protection complaints about Imperial College Healthcare NHS Trust in our casework management system. We do not record complaint outcomes as 'upheld' or 'not upheld'. Of the 56 complaints received, we have recorded the following outcomes:

Informal Action taken	25
Infringement	17
Potential infringement	8
No Further Action	30
No action	23
No infringement	6
Not information rights	1
Unassigned (complaint ongoing)	1
Total	56

You can read about our data protection complaint [case outcome descriptions](#) on our website. Please also note that casework is deleted in line with our [Retention and Disposal Policy](#), so the figures given above relate to information we currently hold only.

Further information

The ICO proactively publishes [Complaints and concerns datasets](#) on our website, including our [Data protection complaints datasets](#). We also publish information about [Enforcement action](#) and other [action we've taken](#) on our website. Action is taken in line with our [Regulatory Action Policy](#).

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 accessicoinformation@ico.org.uk, or the postal address below.

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only 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 FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

Your information

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

Information Access Team
Strategic Planning and Transformation

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