

25 September 2023

IC-257101-P5D7

Request

We received your request on 8 September. You asked for the following information:

The data set I am requesting is the one that contains statistics on the number, type, sector, and outcome of complaints and concerns received by the ICO from organisations about data breaches. It will be great if the data set covers the period from 2018 to the present. I would like to obtain the raw data from the reports, as well as the charts and tables that summarise the main findings.

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

Our response

Copies of our data sets including details of different types of complaint cases and data breach cases we have handled can be found on our website [here](#). These are available from the period from the beginning of 2021 and will be updated shortly with the datasets for the 1st quarter of the financial year 2023-2024.

We are not able to provide data sets for the period before 2021, this is due to our the fact that we switched to a new case management system gradually over the course of 2020, and so complete reports cannot be provided in a way that allows for data to be aggregated between both systems, and the case information from the previous system is now held on a legacy system and therefore not reliably accurate.

However, you will find break downs of the complaints and personal data breach cases that we handled each financial year, by sector, case outcome and other

factors in our annual reports available on our website [here](#). These include graphs and charts and are available for each financial year dating back to 2016- 2017.

You will also find more information about the types of data breach reports we have received, the sectors the organisations fall under, and the outcomes in our data incident trends reports available on our website [here](#).

This information is technically exempt under s.21 FOIA as it is available by other means. We hope that this response has been helpful to you.

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 the address below or e-mail icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered 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 Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

Your information

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



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see our [privacy notice](#)**