

20 October 2023

**ICO case reference –IC-261984-V9M8**

**Request**

*“Under the Freedom of Information Act 2000, I would like to know:*

*The number of complaints made about Data Subject Access Requests, broken down by industry sector.*

*If you cannot break down the number of complaints by industry sector, please provide the aggregate figure.*

*I would like this data as a total for each of the last five years, with a year end of September 30”.*

**Our response**

We confirm that we hold information in scope of your request. Please see the table below showing the number of complaints that the ICO received concerning subject access requests, broken down by the financial years and the sector that the complaint relates to. Please note that the last column (\*) shows complaints received in the current financial year up to 30 September 2023.

<b>Sector</b>	<b>2019/20</b>	<b>2020/21</b>	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24*</b>
<b>Finance, insurance and credit</b>	39	1993	1762	1631	830
<b>Health</b>	19	1142	1782	1784	761
<b>Local government</b>	20	1126	1613	1642	603
<b>General business</b>	15	996	1204	1214	488
<b>Central Government</b>	28	803	965	1029	354
<b>Online Technology and Telecoms</b>	45	743	819	799	409
<b>Retail and manufacture</b>	9	818	852	793	343
<b>Education and childcare</b>	5	598	923	842	303

<b>Transport and leisure</b>	24	781	693	727	357
<b>Land or property services</b>	5	661	799	740	274
<b>Justice</b>	10	593	723	672	316
<b>Utilities</b>	2	250	464	640	275
<b>Legal</b>	7	378	529	389	172
<b>Charitable and voluntary</b>	1	212	299	250	105
<b>Regulators</b>	3	137	260	144	46
<b>Social care</b>	3	155	231	142	44
<b>Membership association</b>	1	130	133	154	75
<b>Political</b>	3	117	235	54	19
<b>Marketing</b>		50	51	60	16
<b>Media</b>	1	41	37	37	8
<b>Religious</b>		27	41	42	5
<b>Unknown</b>			1	2	1
<b>Grand Total</b>	<b>240</b>	<b>11751</b>	<b>14416</b>	<b>13787</b>	<b>5804</b>

The information within the above table is the information about complaints that we currently hold. Please note that in line with our retention policy, we routinely delete casework after a period of two years of inactivity on the case.

Therefore, the information provided above may not necessarily be an accurate reflection of the number of complaints that we received in the previous financial years as some cases will have been deleted in line with our retention schedule. Our retention schedule can be found [here](#).

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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