

By email

12 October 2023

**Case reference: IC-259274-N4Z3**

We are now in a position to respond to your information request.

**Request**

*"I have been advised of the below by yourselves, and would like to know if there is a history of any concerns raised to you about Enfield Council. My complaint is in regards to Data Protection. The below information suggests that there may have been a history of complaints about them from many different people and organisations.*

*'We keep a record of all the concerns raised with us about Enfield Council and will take these into account if more are received. The information we gather from concerns may form the basis for action in the future where appropriate'."*

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

**Our response**

We can confirm we hold information within scope of your request. We publish details about our completed data protection complaints on our website [here](#).

Our casework datasets can be filtered by the organisation the complaint was about (submitted about account). Please note, Enfield Council is recorded on our system as the London Borough of Enfield. The datasets also include the nature of the complaint (decision primary reason) and case outcome (decision).

The datasets are currently published up to quarter 1 of 2023/2024. The equivalent dataset for quarter 2 of 2023/2024 will be published in due course.

The information you have requested is technically withheld under section 21 of the FOIA, which explains that we are not required to provide information in response to a request if it is already reasonably accessible to you from another source.

If we decide to take action against an organisation it will be published on our website [here](#).

This concludes are response to your request. We hope you found this information helpful.

### **Next steps**

You can ask us to review of 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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