

26 October 2023

**Case reference: IC-260990-C2J0**

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

**Request**

*"In September 2023 the ICO responded to a FOIA request for information on data protection complaints concerning a number of private parking companies. ICO case reference – IC-251424-Q7T2*

*The response confirmed that since April 2020 you have received 157 complaints about the named companies. Your response confirmed that in 39 cases the ICO had contacted the data controllers with various issues about the handling of personal data and provided advice to them.*

*Please can you provide anonymised information on whether any of these complaints related to the use of automated systems resulting in default County Court Judgments being issued in parking cases and if so, what guidance was given as to whether (and why) this process was compliant or non compliant with Article 22 (1) UK GDPR."*

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

**Our response**

We understand your request to relate to a previous response on our disclosure log under case reference IC-252544-Q7T2 [here](#).

We can confirm we do not hold information within scope of your request.

Searches were conducted on the 39 data protection complaints where the outcome category was 'informal action taken'.

In the description of the complaint provided to us by the complainant, none were about the use of automated systems resulting in default County Court Judgments (CCJs) being issued in parking cases. As a result, none of the letters to the data controllers on these cases contained guidance on this issue.

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

### **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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**For information about what we do with personal data  
see our [privacy notice](#)**