ico.
Information Commissioner's Office

The ICO exists to empower you through information.

Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
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ico.org.uk

31 October 2023

IC-266322-L8R8

Request

You asked us:

"Please may I have a copy of the Information Commissioner's Office (ICO) policy governing the action ICO will take when a company has failed to provide the correct and lawful response to a person's correctly-submitted GDPR Subject Access Request, and the company has not made reasonable efforts to correct their failure."

We received your request on 25 October 2023.

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

Our response

We confirm that we hold information in scope of your request. Please see our Regulatory Action Policy which is available on our website.

As this information has already been published by the ICO, the information is technically exempt under section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

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,

Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews
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For information about what we do with personal data see our privacy notice