

Email

ICO Case reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

[REDACTED]

Cc

Subject

ICO Case reference: IC-150194-C0H1

Display Name

ICO to DC - outcome

Date Received

08/04/2022 11:53

Email Address

8 April 2022

Case Reference: IC-150194-C0H1

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you have failed to respond to a subject access request made by [REDACTED]. The request was made prior to 29 October 2021. [REDACTED]

[REDACTED] was given a reference number of [REDACTED] when [REDACTED] submitted the request.

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because [REDACTED] has not received a response to [REDACTED] subject access request within the statutory time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide the appropriate response if you have not done so already. If you are unable to provide a response within a reasonable amount of time, you should contact [REDACTED] and provide [REDACTED] with an expected date of completion and a contact point who will advise [REDACTED] regularly of your progress with this matter.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,



Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
 <p>There are no Attachments to show in this view. To get started, create one or more Attachments.</p>			
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Email

ICO Case reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From  ICO Casework

To 

Cc

Subject ICO Case reference: IC-151791-J5R8

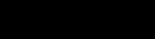
Display Name ICO to DC - outcome



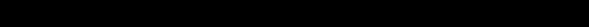
Date Received 07/07/2022 18:19

Email Address

7 July 2022

Case Reference: IC-151791-J5R8




Dear 

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from  that you did not provide an appropriate response to  subject access request. The request was given the reference 


The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because this is not an appropriate response.  followed the correct steps in submitting the request to the London Borough of Hackney's Information Governance team and it is not appropriate for  to be told to send it elsewhere within the Council, when it is actually data held by the Council that  is requesting. If you believed it should have been dealt with by another department, then a member of your team should have forwarded it themselves.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this request and take steps to ensure that the appropriate response is sent. You should also contact  to provide an expected completion date for the request.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.



Yours sincerely,

Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
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Email

Limited Access to email R...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction

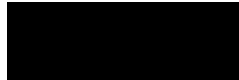


I...



Email

From



To

ICO Casework

Cc

Subject

Limited Access to email Re: ICO Case reference: IC-151791-J5R8

Display Name

Date Received

07/07/2022 18:21

Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

I am away currently away from the office and will not have access to email.

For Freedom of Information & Subject Access Requests, please email: informationmanagement@hackney.gov.uk

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

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Page 1

Email

Re: ICO Case reference: IC...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction



I...



Email

From



To

ICO Casework

Cc

Subject

Re: ICO Case reference: IC-151791-J5R8 (Ref:

Display Name

Date Received

25/07/2022 19:18

Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Fri, 8 Jul 2022 at 12:37, @hackney.gov.uk> wrote:

Dear Allison

Thank you for your email regarding the above reference.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Thu, 7 Jul 2022 at 18:21, ICO Casework, icocasework@ico.org.uk, wrote:

7 July 2022

Case Reference: IC-151791-J5R8

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint [REDACTED] that you did not provide an appropriate response to [REDACTED] subject access request. The request was given the reference [REDACTED]

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because this is not an appropriate response. [REDACTED] followed the correct steps in submitting the request to the London Borough of Hackney's Information Governance team and it is not appropriate for [REDACTED] to be told to send it elsewhere within the Council, when it is actually data held by the Council that [REDACTED] is requesting. If you believed it should have been dealt with by another department, then a member of your team should have forwarded it themselves.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this request and take steps to ensure that the appropriate response is sent. You should also contact [REDACTED] to provide an expected completion date for the request.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer


Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
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Page 1

Email

ICO Case reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

 ICO Casework

To



Cc

Subject

ICO Case reference: IC-151818-G2G5

Display Name

ICO to DC - outcome

Date Received

02/04/2022 18:16

Email Address

2 April 2022

Case Reference: IC-151818-G2G5

Dear



The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you have not responded to [REDACTED] subject access request within the statutory time frame.

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide [REDACTED] with [REDACTED] personal data. If you are unable to do so within a reasonable time frame then you should provide [REDACTED] with an update on your progress, an expected completion date and a point of contact at the council to provide updates as necessary.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,


Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
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If you would like to provide us with feedback of any kind, please let me know.

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-151818-G2G5

Display Name

ICO to DC - FI

Date Received

07/04/2022 11:13

Email Address

7 April 2022

Case Reference: IC-151818-G2G5

Dear

Thank you for your email of 5 April 2022 regarding the request from

made subject access request on was given a reference number of

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

I refer to the your email regarding [REDACTED]
To enable us trace the request on our systems and match her complaint to any information we may have, could you kindly provide a reference number for [REDACTED] request. The date [REDACTED] contacted the council would also be appreciated if possible.

Kind regards

[REDACTED]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 2 Apr 2022 at 18:18, ICO Casework <icocasework@ico.org.uk> wrote:

2 April 2022

Case Reference: IC-151818-G2G5

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you have not responded to [REDACTED] subject access request within the statutory time frame.

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide [REDACTED] with her personal data. If you are unable to do so within a reasonable time frame then you should provide [REDACTED] with an update on your progress, an expected completion date and a point of contact at the council to provide updates as necessary.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom

Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...

Activity Marker

Direction

O...

O...

O...

Email

From

 ICO Casework

To

[Redacted]

Cc

Subject

Your email to the ICO - Case Reference IC-151818-G2G5

Display Name

Date Received

14/06/2022 09:51

Email Address

14 June 2022

Case Reference: IC-151818-G2G5

Dear [Redacted]

Thank you for your email of 12 May 2022.

[Redacted] **I would appreciate it if you could advise me within 24 hours when you intend to contact [Redacted] to resolve this matter.**

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Thu, 7 Apr 2022 at 11:14, ICO Casework <icocasework@ico.org.uk> wrote:

7 April 2022

Case Reference: IC-151818-G2G5

Dear [REDACTED]

Thank you for your email of 5 April 2022 regarding the request from [REDACTED]

[REDACTED] made [REDACTED] subject access request on [REDACTED]
was given a reference number of [REDACTED]

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

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----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

I refer to the your email regarding [REDACTED]

To enable us trace the request on our systems and match her complaint to any information we may have, could you kindly provide a reference number for [REDACTED] request. The date [REDACTED] contacted the council would also be appreciated if possible.

Kind regards

[REDACTED]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 2 Apr 2022 at 18:18, ICO Casework <icocasework@ico.org.uk> wrote:

2 April 2022

Case Reference: IC-151818-G2G5

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you have not responded to [REDACTED] subject access request within the statutory time frame.

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide [REDACTED] with her personal data. If you are unable to do so within a reasonable time frame then you should provide [REDACTED] with an update on your progress, an expected completion date and a point of contact at the council to provide updates as necessary.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer

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<https://intranet.hackney.gov.uk/anti-racist-conference-2022>

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Email

Re: Your email to the ICO ...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction

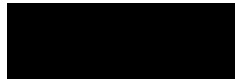


I...



Email

From



To

ICO Casework

Cc

Subject

Re: Your email to the ICO - Case Reference IC-151818-G2G5

Display Name

Date Received

14/06/2022 10:21

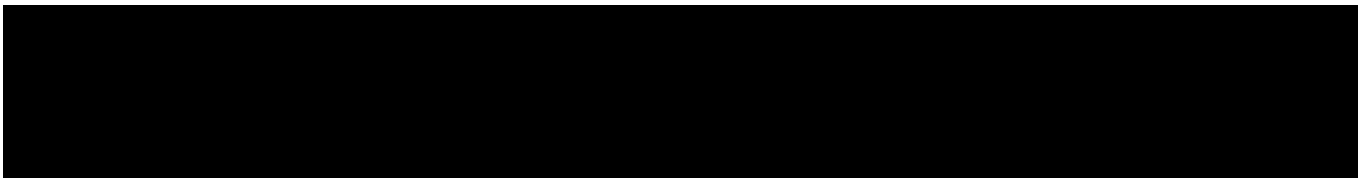
Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison

Thank you for your email.



Kind regards



ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Tue, 14 Jun 2022 at 09:52, ICO Casework <icocasework@ico.org.uk> wrote:

14 June 2022

Case Reference: IC-151818-G2G5

Dear

Thank you for your email of 12 May 2022.



[REDACTED] I would appreciate it if you could advise me within 24 hours when you intend to contact [REDACTED] to resolve this matter.

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Lead Case Officer
Information Commissioner's Office

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----- Original Message -----

External: This email originated outside the ICO.
Dear Allison Isom

Thank you for your email.

I have reviewed [REDACTED] request and checked the records we hold.

Kind regards

[REDACTED]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

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On Thu, 7 Apr 2022 at 11:14, ICO Casework <icocasework@ico.org.uk> wrote:

7 April 2022

Case Reference: IC-151818-G2G5

Dear [REDACTED]

Thank you for your email of 5 April 2022 regarding the request from [REDACTED]

[REDACTED] made [REDACTED] subject access request on [REDACTED]

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF

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Dear Allison Isom

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could you kindly provide a reference number for [REDACTED] request. The date [REDACTED] contacted the council
would also be appreciated if possible.

Kind regards

[REDACTED]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

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2 April 2022

Case Reference: IC-151818-G2G5

Dear [REDACTED]

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The ICO's role

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Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide [REDACTED] with [REDACTED] personal data. If you are unable to do so within a reasonable time frame then you should provide [REDACTED] with an update on your progress, an expected completion date and a point of contact at the council to provide updates as necessary.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you

meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer

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<https://intranet.hackney.gov.uk/anti-racist-conference-2022>

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

File Name	Followed	File Size (Byte...)	Refresh
There are no Attachments to show in this view. To get started, create one or more Attachments.			
0 - 0 of 0 (0 selected)			Page 1

Email

ICO Case Reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

dataprotection@hackney.gov.uk

Cc

Subject

ICO Case Reference: IC-152673-B3M3

Display Name

ICO to DC - closure

Date Received

16/06/2022 15:03

Email Address

16 June 2022

Case Reference: IC-152673-B3M3

For the attention of the Data Protection Officer,

Please find attached information relating to a data protection concern raised with the Information Commissioner's Office for investigation.

Yours sincerely,

**Corey Davies
Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 313 1885 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
ICO complaint form - IC-152673-B...	No	66,729	
Letter to LBHC - IC-152673-B3M3....	No	146,619	

SAR emails - IC-152673-B3M3.PDF

No

20,841

1 - 3 of 3 (0 selected)

Page 1

16 June 2022

Case Reference: IC-152673-B3M3

For the attention of the Data Protection Officer,

The Information Commissioner's Office (ICO) has received a complaint about the way your organisation processes personal data. We received the complaint on 28 January 2021 and I have attached the relevant details.

The ICO considers complaints from individuals who believe there has been an infringement of the data protection law. We are required to investigate a complaint to the extent we feel is appropriate and inform the complainant of the outcome under Section 165 of the Data Protection Act 2018.

Outcome of this case

It is our decision in this case that you have breached data protection legislation by failing to respond to this subject access request within the appropriate timeframe.

Organisations need to respond within the timeframes set out in data protection legislation, and in this instance you have not done so.

What you should do now

You should send a response to the requestor within the next **28 days**. You should also review your processes to reassess how you respond to subject access requests to be sure this does not occur again in the future.

You do not need to provide us with a copy of your response. We will be keeping a record of this complaint and may refer to it should we take further action in the future. Thank you for your cooperation.

Yours sincerely,

Corey Davies
Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 313 1885 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.

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

ICO statement

You should be aware that the Information Commissioner often receives request for copies of the letters we send and receive when dealing with casework. Not only are we obliged to deal with these in accordance with the access provisions of the data protection framework and the Freedom of Information Act 2000, it is in the public interest that we are open and transparent and accountable

The ICO publishes basic details about the complaints, investigations and self-reported data breaches it handles. These details include the name of the organisation concerned, the dates that we opened and closed the case, and the outcome. Examples of published data sets can be found at this link: [Complaints and concerns data sets | ICO](#).

We do not include personal data in the published datasets and will anonymise the names of sole traders etc prior to publication. We also do not publish cases concerning domestic CCTV complaints and may not publish certain other cases if we feel it is not appropriate to do so in the circumstances.

If you wish to raise an objection to us publishing a case in the datasets, whether or not we have published it yet, please contact us explaining your reasons for this at accessicoinformation@ico.org.uk . We will only agree to this in limited circumstances where we are satisfied that the interests of the parties involved would override the ICO's obligations to publish this information.

External: This email originated outside the ICO.
 Interview Date: 28/01/2022 11:59:45

Field	Value
Sequence ID	[REDACTED]
Retention schedule	-
About your complaint	-
What is your complaint about?	Accessing my personal information
What is your complaint? The organisation ...	[REDACTED]
What is your complaint? The organisation ...	-
Please give details	[REDACTED]
Supporting document	[REDACTED]
Supporting document type	[REDACTED]
Add another	True
Document 2	[REDACTED]
Supporting document type	Other
Add another	False
Document 3	-
Supporting document type	-
Add another	False
Document 4	-
Supporting document type	-

Field	Value
Supporting evidence summary	[REDACTED]
What more could the organisation you're complaining about do to resolve your complaint?	[REDACTED]
Organisation your complaint is about	-
Organisation name	London Borough of Hackney
Organisation address	-
Address	[REDACTED]
Contact name	[REDACTED]
Email	Foioe@hackney.gov.uk
Phone	[REDACTED]
About you	-
First name	[REDACTED]
Last name	[REDACTED]
I'm acting on behalf of someone else	False
Name of person you are acting on behalf of	-
Authority to act on behalf	-
Supporting document type	Authority to act on behalf
I/person making this complaint was 17 or under	False
Your email	[REDACTED]
Your address	-
Address	[REDACTED]
Phone	[REDACTED]
Declaration	-
I understand that the ICO may need to share the information I have provided so they can look into my complaint, and have indicated any information or documents that I don't want the ICO to share. I understand	True

Field	Value
the ICO will keep the information relating to my complaint, including any documents for two years, or longer if necessary. If I am making a complaint on someone else's behalf, I confirm that I am allowed to act on their behalf.	

Email

ICO Case Reference: IC-1...

Regarding

Worked By

Status Reason

R...



Activity Marker



E...Direction



I...



Email

From

FOI Team

To

ICO Casework

Cc

Subject

ICO Case Reference: IC-152673-B3M3 (ref:

Display Name

DC to ICO - acknowledgement

Date Received

28/06/2022 18:19

Email Address

"London Borough of Hackney" foic@hackney.gov.uk

External: This email originated outside the ICO.

Dear Corey Davies

Thank you for email dated 16 June 2022 with attachments.

We are looking into this and will contact as soon as possible.

Kind regards

Information Management Team
London Borough of Hackney

----- Forwarded message -----

From: ICO Casework <icocasework@ico.org.uk>

Date: Thu, 16 Jun 2022 at 15:03

Subject: ICO Case Reference: IC-152673-B3M3

To: dataprotection@hackney.gov.uk <dataprotection@hackney.gov.uk>

16 June 2022

Case Reference: IC-152673-B3M3

For the attention of the Data Protection Officer,

Please find attached information relating to a data protection concern raised with the Information Commissioner's Office for investigation.

Yours sincerely,

Corey Davies

Case Officer Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 313 1885 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>


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The Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with our policy on staff use. Email monitoring and / or blocking software may be used and email content may be read. Any views or opinions expressed in email are solely those of the author and do not necessarily represent those of Hackney Council.

The ICT service for the Council checks all emails and attachments for known malware, however, you are advised that you open any attachments at your own risk.

As a public body, the Council may be required to disclose the contents of emails (or any response to it) under the Freedom of Information Act 2000, unless the information in it is covered by one of the exemptions in the Act.

ATTACHMENTS

File Name	Followed	File Size (Byt...)	
			
There are no Attachments to show in this view. To get started, create one or more Attachments.			
0 - 0 of 0 (0 selected)			Page 1

10 May 2022

Our Reference: **IC-154249-P4Y0**

Dear Sir/Madam,

We are writing to you regarding a data protection complaint that was raised with us by [REDACTED]

The ICO's role

Our role is to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

One way that we do that is to consider complaints from individuals who believe there has been an infringement of the data protection law. Section 165 of the Data Protection Act 2018 requires us to take steps to respond to the complaint including investigating it to the extent that we feel is appropriate and informing the complainant of the outcome.

The complaint

[REDACTED] has written to us because they believe that London Borough of Hackney Council have failed to provide them with a response to their SAR.

[REDACTED]

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection

obligations. This is because you have not properly responded to the SAR within the appropriate statutory timeframe.

We therefore advise you to review the data protection concerns and provide a full response to [REDACTED].

Please provide this response to [REDACTED] as soon as is possible and in any event within the next **14 calendar days**. If you are unable to provide a response to [REDACTED] within this timeframe, we would ask that you write to them to advise of a timeframe within which you likely can provide this response.

If your organisation is withholding data please provide the ICO with details of the reasons why and the relevant exemptions that apply under data protection law within 14 calendar days.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Thank you for your assistance with this matter. If you have any questions regarding the above please do not hesitate to contact me.

Yours sincerely

Kelly Chung
Case Officer
Information Commissioner's Office
0330 313 1635

ICO Statement

You should be aware that the Information Commissioner often receives request for copies of the letters we send and receive when dealing with casework. Not only are we obliged to deal with these in accordance with the access provisions of the data protection framework and the Freedom of Information Act 2000, it is in the public interest that we are open and transparent and accountable for the work that we do.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice

Email

ICO Case Reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

dataprotection@hackney.gov.uk

Cc

Subject

ICO Case Reference: IC-154249-P4Y0

Display Name

ICO to DC - Outcome

Date Received

10/05/2022 12:40

Email Address

10 May 2022

Case Reference: IC-154249-P4Y0

Dear Sir/Madam,

Please find attached correspondence from the Information Commissioner's Office (ICO).

Yours sincerely,

**Kelly Chung
Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 313 1635 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
ICO to DC - General Outcome.docx	No	62,655	

Email

ICO Case Reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

dataprotection@hackney.gov.uk

Cc

Subject

ICO Case Reference: IC-154249-P4Y0

Display Name

ICO to DC

Date Received

16/08/2022 14:42

Email Address

16 August 2022

Case Reference: IC-154249-P4Y0

Dear Sir/Madam,

We write further to our email dated 10 May 2022 regarding in which we advised you to provide to the complainant within 14 days.

Under the General Data Protection Regulations (GDPR), information must be provided without delay and at least within one calendar month (commencing on the day after receipt).

If you require advice on how to deal with a SAR please see our website via the following link [What should we consider when responding to a request? | ICO](#)

We advise you to respond to the complainant's request within the next 7 days.

If your organisation is withholding data please provide the ICO with details of the reasons why and the relevant exemptions that apply under data protection law within 7 calendar days.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

If you have any questions please do not hesitate to contact me.

Yours sincerely,

**Kelly Chung
Case Officer
Information Commissioner's Office**


Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK 5AF

T. 0330 313 1635 ico.org.uk twitter.com/iconews

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ATTACHMENTS

File Name	Followed	File Size (Byte...)	↻
			
There are no Attachments to show in this view. To get started, create one or more Attachments.			
0 - 0 of 0 (0 selected)			Page 1

Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

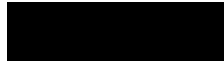


Email

From

 ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-154249-P4Y0

Display Name

ICO to DC - ack

Date Received

31/07/2023 16:03

Email Address

31 July 2023

Case Reference: IC-154249-P4Y0

Dear 

Thank you for your email of 31 July 2023 and the update on this complaint. We now consider this matter to be closed.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

I can confirm that this case is recorded on our systems with reference:



Please let me know if you require any other information or have any questions.

Kind regards

ICT Services
London Borough of Hackney
www.hackney.gov.uk

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
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0 - 0 of 0 (0 selected)		Page 1	



Email

ICO Case Reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

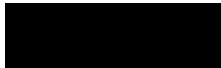


Email

From

ICO Casework

To



Cc

Subject

ICO Case Reference: IC-156638-D4M1

Display Name

ICO to DC - Outcome SAR

Date Received

09/05/2022 16:49

Email Address

9 May 2022

Case Reference: IC-156638-D4M1

Dear

We have received a complaint regarding London Borough of Hackney. Please see attached for correspondence from the Information Commissioner's Office.

Yours sincerely,

**Chris Farthing
Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

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For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
ICO to Organisation - Outcome.docx	No	42,861	

9 May 2022

Case reference number: IC- 156638-D4M1

Dear [REDACTED]

We are writing in regards to a data protection complaint raised with the Information Commissioner's Office about London Borough of Hackney by [REDACTED]

What we do

Part of our role is to consider complaints from individuals who believe that has been an infringement of the data protection law.

The Data Protection Act 2018 requires us to investigate a complaint to the extent we feel is appropriate and to inform the individual of the outcome.

Summary of complaint

In this case [REDACTED] is concerned with the way their personal data has been handled. [REDACTED]

Our view

We have considered the information available in relation to this complaint and we are of the view that there has been an infringement of the data protection law. This is because your organisation has not properly responded to the subject access request (SAR). An organisation has one calendar month from the submission of a SAR to provide a copy of the individual's personal data. This deadline may be extended to a total of three months if the request is complex and time-consuming. However, this must be explained clearly to the individual **before** the initial one month deadline after the SAR was submitted.

Further action required

Your organisation should now take steps to improve its information rights practices. We request that you revisit the way [REDACTED] SAR has been

handled, and provide them with all of the information they are entitled to. Please action this as soon as possible or within 14 calendar days.

If your organisation is withholding data please provide the ICO with details of the reasons why and the relevant exemptions that apply under data protection law.

We keep a record of all the complaints raised with us about the way organisations process personal information. The information we gather from complaints may form the basis for action in the future where appropriate.

Yours sincerely,

Chris Farthing
Case Officer
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,
Cheshire SK9 5AF
Tel: 0330 414 6120

ICO Statement

You should be aware that the Information Commissioner often receives request for copies of the letters we send and receive when dealing with casework. Not only are we obliged to deal with these in accordance with the access provisions of the data protection framework and the Freedom of Information Act 2000, it is in the public interest that we are open and transparent and accountable for the work that we do.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice



Email

ICO Case Reference: IC-15...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

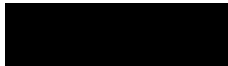


Email

From

 ICO Casework

To



Cc

Subject

ICO Case Reference: IC-156638-D4M1

Display Name

ICO to DC - Respond to DS

Date Received

11/07/2022 11:24

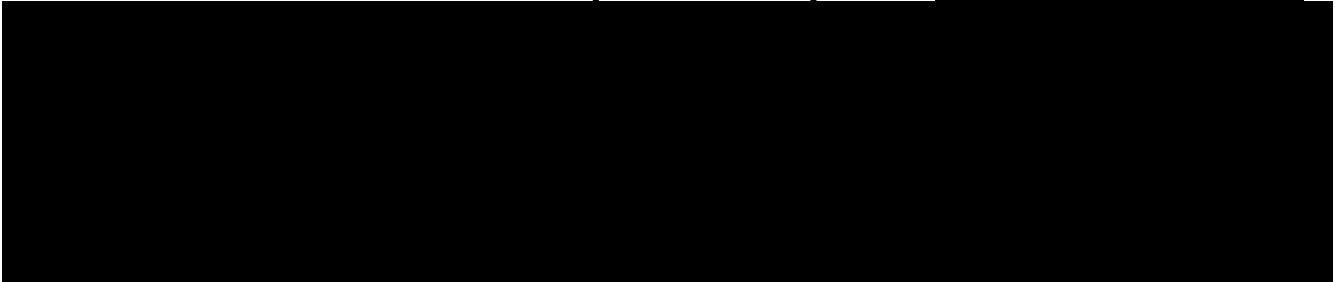
Email Address

11 July 2022

Case Reference: IC-156638-D4M1

Dear 

The attached email was sent to you on 9 May 2022 



We therefore expect you to put this right by contacting your customer within the next seven days. A record of this complaint and how it has been dealt with will be kept on file.

Yours sincerely,

**Chris Farthing
Case Officer
Information Commissioner's Office**


Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

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ATTACHMENTS

File Name	Followed	File Size (Byte...)	
ICO to Organisation - Outcome.docx	No	47,211	
Supporting Evidence - DS to DC Fu...	No	28,398	
1 - 2 of 2 (0 selected)		Page 1	

 Email

Re: ICO Case Reference: ...

Regarding

 Worked By

 Status Reason

R...



Activity Marker



E...Direction



I...



Email

From

 FOI Team

To

 ICO Casework

Cc

Subject

Re: ICO Case Reference: IC-156638-D4M1 (Ref: 

Display Name

DC to ICO - Further Info

Date Received

11/07/2022 12:02

Email Address

"London Borough of Hackney" foioc@hackney.gov.uk

External: This email originated outside the ICO.

Dear Chris Farthing

Thank you for your email.


Please let me know if you require any other information.

Kind regards

----- Forwarded message -----

From: ICO Casework <icocasework@ico.org.uk>

Date: Mon, 11 Jul 2022 at 11:25

Subject: ICO Case Reference: IC-156638-D4M1

To: @hackney.gov.uk>

11 July 2022

Case Reference: IC-156638-D4M1

Dear 

The attached email was sent to you on 9 May 2022 



We therefore expect you to put this right by contacting your customer within the next seven days. A record of this complaint and how it has been dealt with will be kept on file.

Yours sincerely,

**Chris Farthing
Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

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The Council reserves the right to monitor, record and retain any incoming and outgoing emails for security reasons and for monitoring internal compliance with our policy on staff use. Email monitoring and / or blocking software may be used and email content may be read. Any views or opinions expressed in email are solely those of the author and do not necessarily represent those of Hackney Council.

The ICT service for the Council checks all emails and attachments for known malware, however, you are advised that you open any attachments at your own risk.

As a public body, the Council may be required to disclose the contents of emails (or any response to it) under the Freedom of Information Act 2000, unless the information in it is covered by one of the exemptions in the Act.

ATTACHMENTS


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0 - 0 of 0 (0 selected)			Page 1

 Email

Re: Your email to the ICO ...

Regarding

 Worked By

 Status Reason

R...



Activity Marker



E... Direction

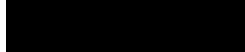


I...



Email

From



To

 ICO Casework

Cc

Subject

Re: Your email to the ICO - Case Reference IC-156638-D4M1

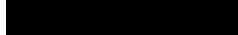
Display Name

DC to ICO - Schedule Call

Date Received

19/07/2022 14:24

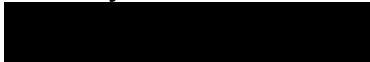
Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

That should be fine.

Thank you



ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Tue, 19 Jul 2022 at 14:22, ICO Casework <icocasework@ico.org.uk> wrote:

19 July 2022

Case Reference: IC-156638-D4M1

Dear 

I'm afraid I have a meeting at 10am Monday, would 11am be ok?

Yours sincerely,

Chris Farthing

Case Officer

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Good afternoon Chris

I am referring to 25 July

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Tue, 19 Jul 2022 at 14:04, ICO Casework <icocasework@ico.org.uk> wrote:

19 July 2022

Case Reference: IC-156638-D4M1

Dear [REDACTED]

Thank you for your email. 10am will be fine for me, to confirm is this 10am Wednesday morning or the morning of Monday 25th?

Yours sincerely,

Chris Farthing

Case Officer

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Chris

Thank you for getting back to me.

[REDACTED]
Would 10 am be a suitable time for you?

Regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Mon, 18 Jul 2022 at 16:01, ICO Casework <icocasework@ico.org.uk> wrote:

18 July 2022

Case Reference: IC-156638-D4M1

Dear [REDACTED]

Please accept my apologies for missing your calls today. I would be available any time on Wednesday for a call - would 10.30am be suitable for you? Otherwise please let me know an alternative time that works best for you.

Yours sincerely,

Chris Farthing

Case Officer

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6120 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.


For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

File Name	Followed	File Size (Byte...)	🔄
			
There are no Attachments to show in this view. To get started, create one or more Attachments.			



Email

IC-156638-D4M1

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction



I...



Email

From

Chris.Farthing@ico.org.uk

To

ICO Casework

Cc

Subject

IC-156638-D4M1

Display Name

Internal ICO - Call Details

Date Received

25/07/2022 11:33

Email Address

"Chris Farthing" Chris.Farthing@ico.org.uk

Phone call with (DPO @ Hackney Council) – 11:00am - 25/7/22



I am satisfied that DC is working to improve practices and meet obligations,



Chris Farthing
Case Officer – Public Advice and Data Protection
Complaints Services

Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF


T. 0330 414 6120 F. 01625 524510

ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice

ATTACHMENTS

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1 - 1 of 1 (0 selected)		Page 1	

Email

ICO Case reference: IC-16...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To



Cc

Subject

ICO Case reference: IC-166387-F1C5

Display Name

ICO to DC - outcome

Date Received

17/08/2022 20:20

Email Address

17 August 2022

Case Reference: IC-166387-F1C5

Dear

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from that you have not responded properly to subject access request.

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because the response to the request was provided outside of the statutory time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this subject access request and ensure that all personal data has been provided. You should explain to if you are applying any exemptions to withhold any data. We recommend that you do this within 14 calendar days of this email.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,


Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

ATTACHMENTS

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0 - 0 of 0 (0 selected)			Page 1

Email

ICO Case Reference: IC-17...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

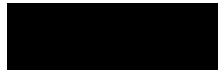


Email

From

ICO Casework

To



Cc

Subject

ICO Case Reference: IC-171626-R1K0

Display Name

ICO to DC - outcome

Date Received

23/01/2023 12:27

Email Address

23 January 2023

Case Reference: IC-171626-R1K0

Dear

I am writing to you as the ICO has received a complaint from about the way that the London Borough of Hackney has handled a subject access request.

The request was made in and was for information relating to

We have recorded this as an infringement of data protection legislation as it was not responded to within the statutory time frame. We advise you to contact either directly to address this matter. We have advised of the right to take legal action if the matter is not resolved within a reasonable time frame.

Thank you for your assistance with this matter.

Yours sincerely,


**Allison Isom
Lead Case Officer
Information Commissioner's Office**

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 ico.org.uk twitter.com/iconews**

Please consider the environment before printing this email.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

ATTACHMENTS

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 <p data-bbox="185 696 1417 770">There are no Attachments to show in this view. To get started, create one or more Attachments.</p>			
0 - 0 of 0 (0 selected)		Page 1	

Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-171626-R1K0

Display Name

Date Received

28/07/2023 09:13

Email Address

28 July 2023

Case Reference: IC-171626-R1K0

Dear

Thank you for your email of 28 July 2023

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.
Dear Allison Isom

Please let me know if you require any other information regarding this reference.

With kind regards

ICT Services
London Borough of Hackney
www.hackney.gov.uk

On Tue, 7 Feb 2023 at 09:07, icocasework <icocasework@ico.org.uk> wrote:

7 February 2023

Case Reference: IC-171626-R1K0

Dear [REDACTED]

Thank you for your email of 6 February 2023.

I would appreciate it if you could provide the ICO with a copy of your response to the data subject for our records.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services
London Borough of Hackney
www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Thu, 26 Jan 2023 at 18:22, icocasework <icocasework@ico.org.uk> wrote:

26 January 2023

Case Reference: IC-171626-R1K0

Dear [REDACTED]

Thank you for your email of 26 January 2023.

In a situation such as this the information could have been provided directly to the data subject, or you could have asked the solicitor to obtain the appropriate authority for the request to progress. This may just have been an oversight on their part when making the request, but having reviewed the information provided by the data subject's solicitor, it is clear that they were requesting that the information be provided directly to their client. I would appreciate it if you review this matter.

If there are specific exemptions that have led you to withhold [REDACTED] data, please advise [REDACTED] directly.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Mon, 23 Jan 2023 at 12:27, icocasework <icocasework@ico.org.uk> wrote:

23 January 2023

Case Reference: IC-171626-R1K0

Dear [REDACTED]

I am writing to you as the ICO has received a complaint from [REDACTED] about the way that the London Borough of Hackney has handled a subject access request.

The request was made in [REDACTED] and was for information relating to [REDACTED]

We have recorded this as an infringement of data protection legislation as it was not responded to within the statutory time frame. We advise you to contact either [REDACTED] directly to address this matter. We have advised [REDACTED] of the right to take legal action if the matter is not resolved within a reasonable time frame.

Thank you for your assistance with this matter.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email.


For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

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ATTACHMENTS

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Email

ICO Case reference: IC-17...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

[REDACTED]

Cc

Subject

ICO Case reference: IC-172254-K1N5

Display Name

ICO to DC - outcome

Date Received

03/09/2022 09:08

Email Address

3 September 2022

Case Reference: IC-172254-K1N5

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] and [REDACTED] has not received a response to [REDACTED] subject access request. The request was acknowledged by your department on [REDACTED] with the referenc number [REDACTED]

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not complied with the subject access request within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review [REDACTED] request and ensure that a response is provided to [REDACTED] Where you cannot do so within a timely manner you should ensure that you provide [REDACTED] with an expected completion date. [REDACTED]

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,


Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

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Activity Marker

Direction

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O...

◀▶

Email

From

 ICO Casework

To

[Redacted]

Cc

Subject

Your email to the ICO - Case Reference IC-175077-D1M2

Display Name

Date Received

31/07/2023 11:14

Email Address

31 July 2023

Case Reference: IC-175077-D1M2

Dear [Redacted]

Thank you for your email of 27 July 2023 [Redacted]

[Redacted] We are happy to mark this complaint as completed.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

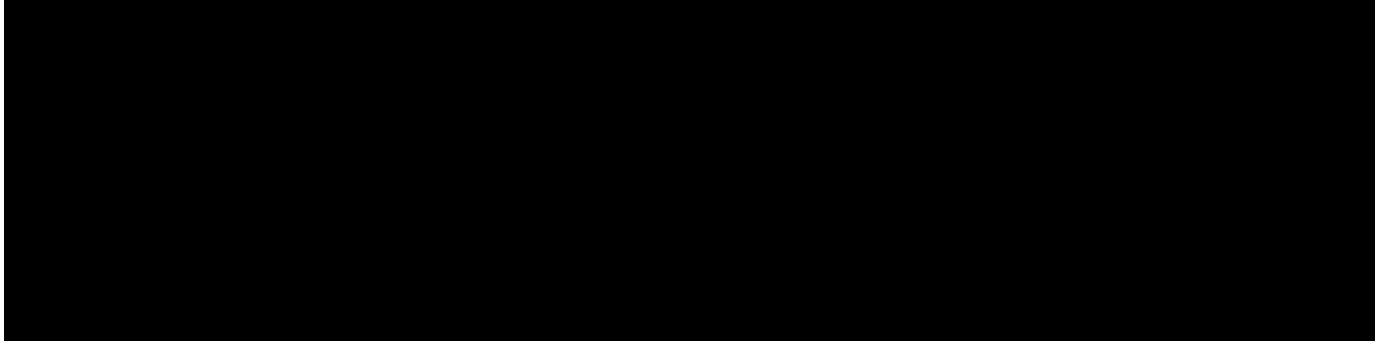
Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

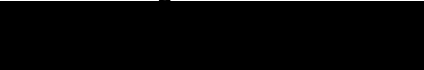
External: This email originated outside the ICO.

Dear Allison Isom



Please let me know if you require any other information about this reference.



With kind regards



ICT Services
London Borough of Hackney
www.hackney.gov.uk

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Email

Re: Your email to the ICO ...

Regarding

Worked By

Status Reason

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Activity Marker



E... Direction



I...



Email

From

[Redacted]

To

ICO Casework

Cc

Subject

Re: Your email to the ICO - Case Reference IC-175079-T3K6

Display Name

Date Received

31/07/2023 11:50

Email Address

[Redacted]@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

[Redacted]

with kind regards

[Redacted]

ICT Services

London Borough of Hackney

www.hackney.gov.uk

On Mon, 31 Jul 2023 at 11:12, icocasework <icocasework@ico.org.uk> wrote:

31 July 2023

Case Reference: IC-175079-T3K6

Dear [Redacted]

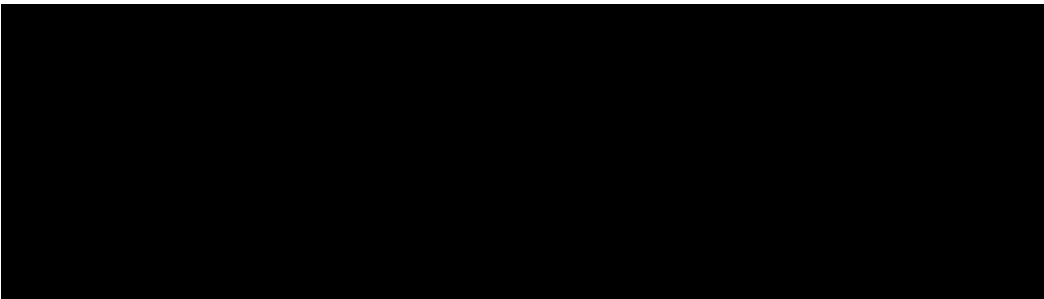
Thank you for your email of 28 July 2023 [Redacted]

[Redacted] We are happy to mark this complaint as completed.

For clarity a batch was sent to you on 20 September 2022 on case reference IC-192010-F2W5. This contained the details for the following cases:

177016 [Redacted]

175077
187225
175079
177398
192010



This may help you to track down the original email if you need to.

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

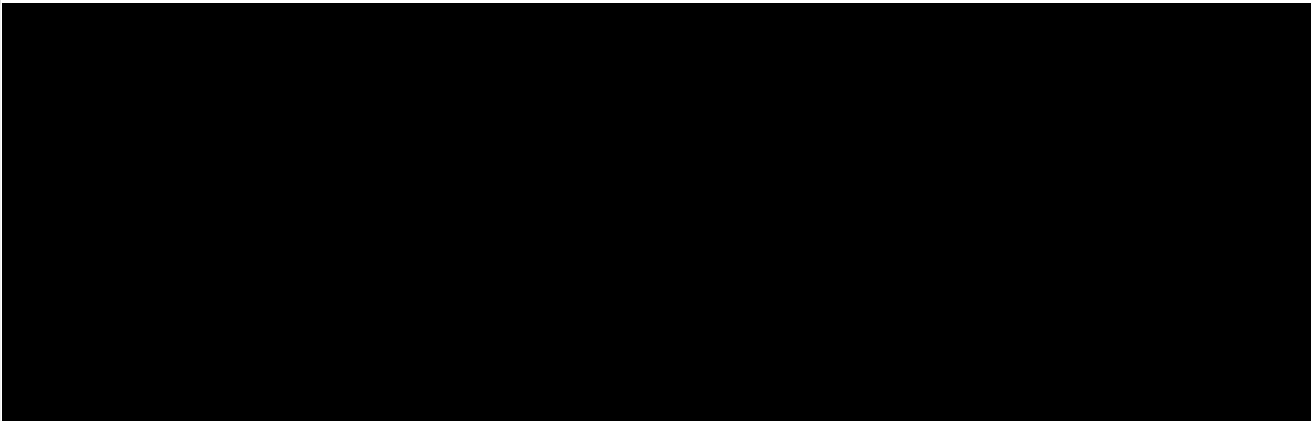
Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom



Please let me know if you require any other information about this reference.

With kind regards




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London Borough of Hackney
www.hackney.gov.uk

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Page 1



Email

ICO Case reference: IC-17...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To



Cc

Subject

ICO Case reference: IC-175935-B6G8

Display Name

ICO to DC - outcome

Date Received

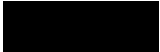
06/08/2022 16:16

Email Address

6 August 2022

Case Reference: IC-175935-B6G8

Dear



The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [redacted] that you failed to respond to [redacted] subject access request. The request was made on [redacted] [redacted] received an acknowledgement from you with the reference number [redacted].

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [redacted] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide a response as soon as possible. If you are unable to provide a response immediately you should contact [redacted] to confirm an expected completion date and provide details of a contact point at the Council. It is important that the London Borough of Hackney engages with [redacted] to resolve this situation as quickly as possible.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,


Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

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Email

Re: ICO Case reference: IC...

Regarding

Worked By

Status Reason

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Activity Marker



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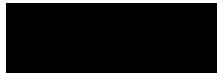


I...



Email

From



To

ICO Casework

Cc

Subject

Re: ICO Case reference: IC-175935-B6G8

Display Name

Date Received

11/08/2022 20:30

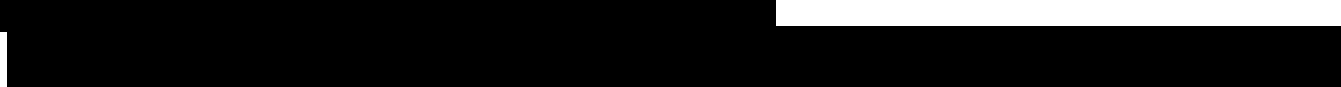
Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your correspondence dated 6 August.



Please contact me if you have any queries or require further information.

Kind regards



ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 6 Aug 2022 at 16:17, ICO Casework <icocasework@ico.org.uk> wrote:

6 August 2022

Case Reference: IC-175935-B6G8

Dear

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from that you failed to respond to subject access request. The request was made on

██████████ received an acknowledgement from you with the reference number ██████████

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to ██████████ within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide a response as soon as possible. If you are unable to provide a response immediately you should contact ██████████ to confirm an expected completion date and provide details of a contact point at the Council. It is important that the London Borough of Hackney engages with ██████████ to resolve this situation as quickly as possible.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer


Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

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Activity Marker



Direction



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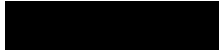


Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-175935-B6G8

Display Name

ICO to DC - chaser

Date Received

07/06/2023 16:53

Email Address

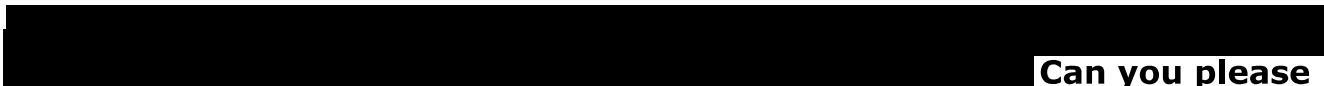
7 June 2023

Case Reference: IC-175935-B6G8

Dear



Thank you for your email of 3 May 2023.



Can you please confirm when you will be responding to [redacted]? If you have already done so, please provide a copy of the letter or email that you sent.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our [privacy notice at www.ico.org.uk/privacy-notice](http://www.ico.org.uk/privacy-notice).

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 3 May 2023 at 09:10, icocasework <icocasework@ico.org.uk> wrote:

3 May 2023

Case Reference: IC-175935-B6G8

Dear [REDACTED]

Thank you for your email of 11 August 2022 in relation to the complaint raised by [REDACTED]

[REDACTED]

Therefore our original assessment still stands in this matter and we request that you look at this again. We also request that you contact [REDACTED] directly to resolve any concerns you may have about [REDACTED] entitlement to the data.

We appreciate your assistance with this complaint.

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your correspondence dated 6 August.

Please contact me if you have any queries or require further information.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 6 Aug 2022 at 16:17, ICO Casework <icocasework@ico.org.uk> wrote:

6 August 2022

Case Reference: IC-175935-B6G8

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you failed to respond to [REDACTED] subject access request. The request was made on [REDACTED] received an acknowledgement from you with the reference number [REDACTED]

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide a response as soon as possible. If you are unable to provide a response immediately you should contact [REDACTED] to confirm an expected completion date and provide details of a contact point at the Council. It is important that the London Borough of Hackney engages with [REDACTED] to resolve this situation as quickly as possible.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews

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

Please consider the environment before printing this email


If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third

parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>
ATTACHMENTS

File Name	Followed	File Size (Byte..)	
 <p data-bbox="188 835 1417 909">There are no Attachments to show in this view. To get started, create one or more Attachments.</p>			
0 - 0 of 0 (0 selected)		Page 1	



Email

Re: Your email to the ICO ...

Regarding

Worked By

Status Reason

R...

Activity Marker

E... Direction

I...

Email

From



To

ICO Casework

Cc

Subject

Re: Your email to the ICO - Case Reference IC-175935-B6G8

Display Name

Date Received

07/06/2023 19:24

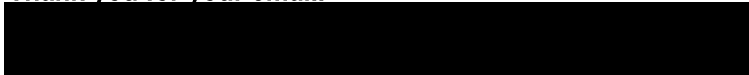
Email Address

[Redacted]@hackney.gov.uk

External: This email originated outside the ICO.

Dear Ms Isom

Thank you for your email.



Kind regards



ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 7 Jun 2023 at 16:53, icocasework <icocasework@ico.org.uk> wrote:

7 June 2023

Case Reference: IC-175935-B6G8

Dear [Redacted]

Thank you for your email of 3 May 2023.



Can you please confirm when you will be responding to [Redacted]? If you have already done so, please provide a copy of the letter or email that you sent.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF**

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

**For information about what we do with personal data see our privacy notice at
www.ico.org.uk/privacy-notice.**

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 3 May 2023 at 09:10, icocasework <icocasework@ico.org.uk> wrote:

3 May 2023

Case Reference: IC-175935-B6G8

Dear [REDACTED]

Thank you for your email of 11 August 2022 in relation to the complaint raised by [REDACTED]

Therefore our original assessment still stands in this matter and we request that you look at this again. We also request that you contact [REDACTED] directly to resolve any concerns you may have about [REDACTED] entitlement to the data.

We appreciate your assistance with this complaint.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your correspondence dated 6 August.

[REDACTED]

Please contact me if you have any queries or require further information.

Kind regards

[REDACTED]

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 6 Aug 2022 at 16:17, ICO Casework <icocasework@ico.org.uk> wrote:

6 August 2022

Case Reference: IC-175935-B6G8

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you failed to respond to [REDACTED] subject access request. The request was made on [REDACTED] [REDACTED] received an acknowledgement from you with the reference number [REDACTED]

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide a response as soon as possible. If you are unable to provide a response immediately you should contact [REDACTED] to confirm an expected completion date and provide details of a contact point at the Council. It is important that the London Borough of Hackney engages with [REDACTED] to resolve this situation as quickly as possible.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

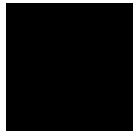
If you would like to provide us with feedback of any kind, please let me know.

Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

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ATTACHMENTS

File Name	Followed	File Size (Byte..)	
			
There are no Attachments to show in this view. To get started, create one or more Attachments.			
0 - 0 of 0 (0 selected)		Page 1	



Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...

Activity Marker

Direction

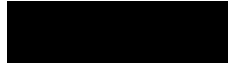
O...
■ ■
■ ■

Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-175935-B6G8

Display Name

Date Received

28/07/2023 09:11

Email Address

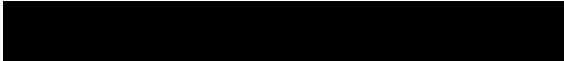
28 July 2023

Case Reference: IC-175935-B6G8

Dear



Thank you for your email of 28 July 2023



Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.
Dear Ms Isom

[REDACTED]

Please let me know if you need any other information or have any questions about this reference.

With kind regards

[REDACTED]

ICT Services
London Borough of Hackney
www.hackney.gov.uk

----- Forwarded message -----

From: [REDACTED]@hackney.gov.uk>

Date: Tue, 27 Jun 2023 at 15:45

Subject: Re: Your email to the ICO - Case Reference IC-175935-B6G8 (Our Ref: [REDACTED])

To: icocasework <icocasework@ico.org.uk>

Dear Ms Isom

I am following up on this complaint.

[REDACTED]

Please let me know if you require any other information.
Thank you for your assistance with this case.

Kind regards

[REDACTED]

ICT Services
London Borough of Hackney
www.hackney.gov.uk
find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 7 Jun 2023 at 19:24, Ola Okoro <ola.okoro@hackney.gov.uk> wrote:

Dear Ms Isom

Thank you for your email.

[REDACTED]

Kind regards

[REDACTED]

ICT Services
London Borough of Hackney
www.hackney.gov.uk
find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 7 Jun 2023 at 16:53, icocasework <icocasework@ico.org.uk> wrote:

7 June 2023

Case Reference: IC-175935-B6G8

Dear [REDACTED]

Thank you for your email of 3 May 2023.

[REDACTED]

Can you please

confirm when you will be responding to [REDACTED]? If you have already done so, please provide a copy of the letter or email that you sent.

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Wed, 3 May 2023 at 09:10, icocasework <icocasework@ico.org.uk> wrote:

3 May 2023

Case Reference: IC-175935-B6G8

Dear [REDACTED]

Thank you for your email of 11 August 2022 in relation to the complaint raised by [REDACTED]

Therefore our original assessment still stands in this matter and we request that you look at this again. We also request that you contact [REDACTED] directly to resolve any concerns you may have about [REDACTED] entitlement to the data.

We appreciate your assistance with this complaint.

Yours sincerely,

Allison Isom

**Lead Case Officer
Information Commissioner's Office**

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire
SK9 5AF**

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

**For information about what we do with personal data see our privacy notice at
www.ico.org.uk/privacy-notice.**

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your correspondence dated 6 August.

Please contact me if you have any queries or require further information.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 6 Aug 2022 at 16:17, ICO Casework <icocasework@ico.org.uk> wrote:

6 August 2022

Case Reference: IC-175935-B6G8

Dear [REDACTED]

The Information Commissioner's Office (ICO) is writing to you because we have received a complaint from [REDACTED] that you failed to respond to [REDACTED] subject access request. The request was made on [REDACTED] [REDACTED] received an acknowledgement from you with the reference number [REDACTED]

The ICO's role

Part of our role is to consider complaints from individuals who believe their data protection rights have been infringed. We want to improve the way organisations deal with the personal information they are responsible for.

Our view

I have considered the information available in relation to this complaint and I am of the view that you have not complied with your data protection obligations. This is because you have not responded to [REDACTED] within the appropriate time frame.

Further action required

You should now take steps to improve your information rights practices: You should ensure that you review this matter and provide a response as soon as possible. If you are unable to provide a response immediately you should contact [REDACTED] to confirm an expected completion date and provide details of a contact point at the

Council. It is important that the London Borough of Hackney engages with [REDACTED] to resolve this situation as quickly as possible.

We will keep a record of all the complaints raised with us about the way you process personal information. The information we gather from complaints may form the basis for action we may take in the future to ensure you meet your information rights obligations.

Yours sincerely,

Allison Isom
Lead Case Officer

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 414 6380 F. 01625 524510 ico.org.uk twitter.com/iconews
For information about what we do with personal data see our [privacy notice](#)
Please consider the environment before printing this email

If you would like to provide us with feedback of any kind, please let me know.


Please be aware we are often asked for copies of the correspondence we exchange with third parties. We are subject to all of the laws we deal with, including the data protection laws and the Freedom of Information Act 2000. You can read about these on our website (www.ico.org.uk). Please say whether you consider any of the information you send us is confidential. You should also say why. We will withhold information where there is a good reason to do so.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

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ATTACHMENTS

File Name [REDACTED]	Followed	File Size (Byte...)	[REDACTED] ↻
			
There are no Attachments to show in this view. To get started, create one or more Attachments.			

0 - 0 of 0 (0 selected) [REDACTED] Page 1 [REDACTED]

Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...

Activity Marker

Direction

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O...

Email

From

 ICO Casework

To

[Redacted]

Cc

Subject

Your email to the ICO - Case Reference IC-177016-T9K5

Display Name

Date Received

14/08/2023 10:16

Email Address

14 August 2023

Case Reference: IC-177016-T9K5

Dear [Redacted]

Thank you for your email of 3 August 2023 [Redacted]
[Redacted] We now consider this matter to be closed.

Yours sincerely,

Allison Isom
Lead Case Officer
Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom



I hope this summary is sufficient. Please let me know if you need any other information.



Kind regards



ICT Services
London Borough of Hackney
www.hackney.gov.uk

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

File Name	Followed	File Size (Byte...)	
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0 - 0 of 0 (0 selected)			Page 1

Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

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Activity Marker



Direction



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Email

From

 ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-177398-Z2L6

Display Name

Date Received

14/08/2023 10:19

Email Address

14 August 2023

Case Reference: IC-177398-Z2L6

Dear 

Thank you for your email of 3 August 2023 and the information that you have provided. We now consider this matter to be closed.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom



Please let me know if you require any other information or have any questions about this reference.

Kind regards

ICT Services
London Borough of Hackney
www.hackney.gov.uk

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ATTACHMENTS

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0 - 0 of 0 (0 selected)		Page 1	

Email

Re: ICO Case Reference: I...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction



I...



Email

From



To

ICO Casework

Cc

Subject

Re: ICO Case Reference: IC-187645-J7W8

Display Name

Date Received

14/01/2023 13:11

Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison

Thank you for your email.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sat, 14 Jan 2023 at 10:29, icocasework <icocasework@ico.org.uk> wrote:

14 January 2023

Case Reference: IC-187645-J7W8

Dear

I am writing to you with details of complaints about the London Borough of Hackney received by the ICO.

These have been recorded on our systems as infringements of data protection legislation and we recommend that you address these as soon as possible with the individuals concerned. I have attached a spreadsheet with the details of each complaint.

We would appreciate it if you could keep the ICO informed of your progress in these complaints. To do this please send any correspondence directly to each case by emailing icocasework@ico.org.uk and including the relevant case reference number in the subject line.

If you should have any questions please do not hesitate to contact me.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

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For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

Disclaimers apply, for full details see: <https://hackney.gov.uk/email-disclaimer>

ATTACHMENTS

ICO case reference	DS Name	Nature of complaint
IC-210109-Q4W3	[REDACTED]	Non-response to SAR. LBH reference number [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
IC-207548-K2W6	[REDACTED]	SAR made to [REDACTED] on [REDACTED] relating to [REDACTED] no response [REDACTED]
IC-202238-H1M8	[REDACTED]	SAR made [REDACTED] not responded to until [REDACTED]. While the ICO accepts the response given to [REDACTED] we are recording this as an infringement due to the delay in providing the response. We do not require any further action to be taken on this at this time.
IC-187645-J7W8	[REDACTED]	Request for data relating to [REDACTED] on [REDACTED]. The request has an LBH reference number of [REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

Email

ICO Case Reference: IC-19...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

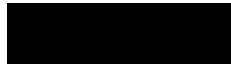


Email

From

 ICO Casework

To



Cc

Subject

ICO Case Reference: IC-192010-F2W5

Display Name

ICO to DC - outcome (6 cases)

Date Received

20/09/2022 15:49

Email Address

20 September 2022

Case Reference: IC-192010-F2W5

Dear 

Please find attached details of several data protection complaints that have been received by the ICO.

These have all been recorded on the ICO's system as infringements of data protection legislation. We recommend that you take steps as soon as possible to resolve these complaints directly with the data subjects concerned. All data subjects have been advised of their right to take their own legal action should you fail to respond to their requests.

If you wish to provide the ICO with any information in relation to each of these requests, we ask that you email the individual cases. This can be done by emailing icocasework@ico.org.uk and including the relevant case number in the subject line.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

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For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

ATTACHMENTS

File Name	Followed	File Size (Byte...)	↻
Details of complaints - LB Hackney...	No	21,243	
1 - 1 of 1 (0 selected)		Page 1	

ICO case reference	DS Name	Nature of complaint
IC-177016-T9K5	[REDACTED]	DS requested information [REDACTED]
IC-175077-D1M2	[REDACTED]	Subject access request made and DS received an auto response with a reference number of [REDACTED] and an expected completion date. This was not adhered to.
IC-187225-M7L0	[REDACTED]	Subject access request made - Hackney reference [REDACTED] To date the DS has not received the data requested.
IC-175079-T3K6	[REDACTED]	Subject access request made [REDACTED] sent by [REDACTED] No information has been received.
IC-177398-Z2L6	[REDACTED]	Subject access request made in [REDACTED] Response took more than one calendar month and then only partial information was received. [REDACTED]
IC-192010-F2W5	[REDACTED]	Subject access request made in [REDACTED] [REDACTED] but there has been no response since then.

Email

Re: Your email to the ICO ...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction

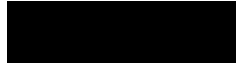


I...



Email

From



To

ICO Casework

Cc

Subject

Re: Your email to the ICO - Case Reference IC-192010-F2W5

Display Name

Date Received

31/07/2023 09:49

Email Address

@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

I have attached the Council's response

With kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

On Mon, 31 Jul 2023 at 08:37, icocasework <icocasework@ico.org.uk> wrote:

31 July 2023

Case Reference: IC-192010-F2W5

Dear

Thank you for your email of 31 July 2023

Please provide a copy of this response for our records.

Yours sincerely,

Allison Isom

Lead Case Officer

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

T. 0330 414 6380 ico.org.uk twitter.com/iconews

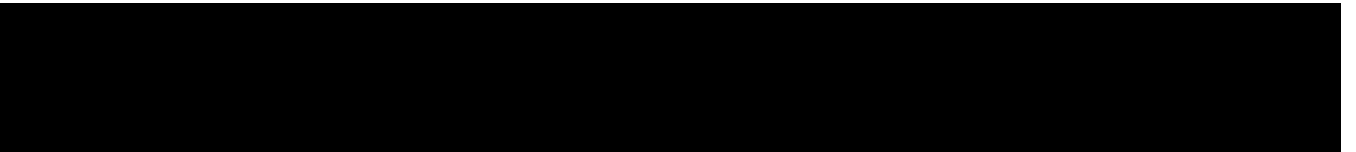
Please consider the environment before printing this email

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom



Kind regards





ICT Services
London Borough of Hackney
www.hackney.gov.uk

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ATTACHMENTS

File Name	Followed	File Size (Byte...)	
	No	56,790	

1 - 1 of 1 (0 selected) Page 1

Email

Re: ICO Case Reference: I...

Regarding

Worked By

Status Reason

R...



Activity Marker



E... Direction



I...



Email

From

[Redacted]

To

ICO Casework

Cc

Subject

Re: ICO Case Reference: IC-198488-Q9V6

Display Name

Date Received

20/02/2023 08:40

Email Address

[Redacted]@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email.
We will look into this as soon as possible.

Kind regards

[Redacted]

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Sun, 19 Feb 2023 at 14:47, icocasework <icocasework@ico.org.uk> wrote:

19 February 2023

Case Reference: IC-198488-Q9V6

Dear [Redacted]

I am writing to you as we have received a data protection complaint from [Redacted]

On [Redacted] a subject access request was sent by post,

[Redacted] This was followed up with a subject access request submitted using the Council's online form on [Redacted]

██████████ A further email chasing these requests was sent to admissions@hackney.gov.uk on ██████████

These requests have not been acknowledged by the Council and a reference number does not appear to have been provided to them.

We have recorded this as an infringement of data protection legislations and we recommend that you investigate this matter as soon as possible. We advise that you contact ██████████ within 14 calendar days to provide ██████████ with an update on your progress. We have advised them of the right to take legal action should the Council remain non-compliant.

Thank you for your assistance with this matter.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF


T. 0330 414 6380 ico.org.uk twitter.com/iconews

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ATTACHMENTS

File Name	Followed	File Size (Byte...)	↻
			
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Email

ICO Case Reference: IC-1...

Regarding

Worked By

Status Reason

R...



Activity Marker



E...Direction



I...



Email

From

FOI Team

To

ICO Casework

Cc

Subject

ICO Case Reference: IC-198488-Q9V6 (Ref: 9446753)

Display Name

Date Received

11/04/2023 12:47

Email Address

"London Borough of Hackney" foioc@hackney.gov.uk

External: This email originated outside the ICO.

Dear Allison Isom

Thank you for your email regarding this case.

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

From: @hackney.gov.uk

Sent: 22/02/2023 15:05

To: foioc@hackney.gov.uk

Subject: ICO Case Reference: IC-198488-Q9V6 (Ref:)

(Attachments:) Email (original message) from @hackney.gov.uk received on 22/02/2023.eml,

Email from @hackney.gov.uk - ICO Case Reference: IC-198488-Q9V6 .pdf

From: icocasework <icocasework@ico.org.uk>

Date: Sun, 19 Feb 2023 at 14:47

Subject: ICO Case Reference: IC-198488-Q9V6

To: @hackney.gov.uk>

19 February 2023

Case Reference: IC-198488-Q9V6

Dear [REDACTED]

I am writing to you as we have received a data protection complaint from [REDACTED]

On 16 February 2022 a subject access request was sent by post, [REDACTED]

[REDACTED] This was followed up with a subject access request submitted using the Council's online form on [REDACTED]. A further email chasing these requests was sent to admissions@hackney.gov.uk on [REDACTED]

These requests have not been acknowledged by the Council and a reference number does not appear to have been provided to them.

We have recorded this as an infringement of data protection legislations and we recommend that you investigate this matter as soon as possible. We advise that you contact [REDACTED] within 14 calendar days to provide [REDACTED] with an update on your progress. We have advised them of the right to take legal action should the Council remain non-compliant.

Thank you for your assistance with this matter.

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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ATTACHMENTS

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Page 1

Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...



Email

From

ICO Casework

To

FOI Team

Cc

Subject

Your email to the ICO - Case Reference IC-199403-P8W3

Display Name

Date Received

07/01/2023 15:49

Email Address

7 January 2023

Case Reference: IC-199403-P8W3

Dear

Thank you for your email of 7 January 2023.

Please let me know when you are free to talk next week.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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----- Original Message -----

External: This email originated outside the ICO.

Dear Laura Bason

Thank you for your email of 20 December 2022.

Kind regards

From: icocasework@ico.org.uk

Sent: 20/12/2022 15:47

To: dataprotection@hackney.gov.uk

CC: foioc@hackney.gov.uk

Subject: ICO Case Reference: IC-199403-P8W3

(Attachments:) Email (original message) from icocasework@ico.org.uk received on 20/12/2022.eml, Email from icocasework@ico.org.uk - ICO Case Reference: IC-199403-P8W3.pdf

20 December 2022

Case Reference: IC-199403-P8W3

Dear [REDACTED]

The ICO are contacting you because we have received a complaint from [REDACTED] who has raised Subject Access Requests ('SARs') [REDACTED]

I can see a request was made on [REDACTED] and was sent to [REDACTED]. I have attached this request for you to see, it is in the bottom paragraph of the letter. [REDACTED]

A second request was made on [REDACTED]

[REDACTED] Could you please provide a timeline of this SAR and explain why this was not completed within the timescales laid out in the legislation.

I am available via telephone if you would like to call once you've completed your investigations, my last day in the office is Thursday 22 December 2022 and I return on Tuesday 3 January 2023. Please provide the information requested in this email by Friday 6 January 2023.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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ATTACHMENTS

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

S...



Activity Marker



Direction



O...

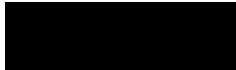


Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-199403-P8W3

Display Name

Date Received

18/01/2023 14:31

Email Address

18 January 2023

Case Reference: IC-199403-P8W3

Dear

Thank you for your email of 18 January 2023.

give me a call whenever you're ready, at my desk now.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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----- Original Message -----

External: This email originated outside the ICO.

Good afternoon Laura

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Tue, 17 Jan 2023 at 10:41, icocasework <icocasework@ico.org.uk> wrote:

17 January 2023

Case Reference: IC-199403-P8W3

Dear [REDACTED]

Thank you for your email of 17 January 2023. 2pm will be fine, thanks.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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----- Original Message -----

External: This email originated outside the ICO.

Good morning Laura

The number I will be calling from is [REDACTED]

Would 2pm be suitable for you?

Kind regards

ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

On Tue, 17 Jan 2023 at 08:36, icocasework <icocasework@ico.org.uk> wrote:

17 January 2023

Case Reference: IC-199403-P8W3

Dear [REDACTED]

Thank you for your email of 16 January 2023. Can you confirm the number you would be calling on please? That way when it comes through I will recognise it.

I'm not available after 10.30am today but am available tomorrow if that suits you.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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----- Original Message -----

External: This email originated outside the ICO.

Dear Laura Basom

I refer to your email dated 16 January.

[REDACTED]
Would tomorrow at 3pm be suitable for me to call?

Thank you

[REDACTED]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

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On Mon, 16 Jan 2023 at 14:59, FOIOC (Shared Mailbox) <foioc@hackney.gov.uk> wrote:

----- Forwarded message -----

From: **icocasework** <icocasework@ico.org.uk>

Date: Mon, 16 Jan 2023 at 13:01

Subject: Your email to the ICO - Case Reference IC-199403-P8W3

To: FOI Team <foioc@hackney.gov.uk>

16 January 2023

Case Reference: IC-199403-P8W3

Dear FOI Team

Thank you for your email of 7 January 2023. I responded to this email but have yet to get a response from you.

Please provide a time you are free to discuss this case. As I asked for the information on 16 December 2022 can you please make this a priority.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

**Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0330 313 1767 ico.org.uk twitter.com/iconews
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----- Original Message -----

External: This email originated outside the ICO.
Dear Laura Bason

Thank you for your email of 20 December 2022.

Kind regards

From: icocasework@ico.org.uk
Sent: 20/12/2022 15:47
To: dataprotection@hackney.gov.uk
CC: foioc@hackney.gov.uk
Subject: ICO Case Reference: IC-199403-P8W3
(Attachments:) Email (original message) from icocasework@ico.org.uk received on 20/12/2022.eml, Email from icocasework@ico.org.uk - ICO Case Reference: IC-199403-P8W3.pdf
20 December 2022

Case Reference: IC-199403-P8W3

Dear [REDACTED]

The ICO are contacting you because we have received a complaint from [REDACTED]

I can see a request was made on [REDACTED] **and was sent to** [REDACTED] **I have attached this request for you to see, it is in the bottom paragraph of the letter.** [REDACTED]

A second request was made on [REDACTED]

Could you please provide a timeline of this SAR and explain why this was not completed within the timescales laid out in the legislation.

I am available via telephone if you would like to call once you've completed your investigations, my last day in the office is Thursday 22 December 2022 and I return on Tuesday 3 January 2023. Please provide the information requested in this email by Friday 6 January 2023.

Yours sincerely,

**Laura Bason
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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--

**Information Management Team
London Borough of Hackney
ICT Services
FOIOC@hackney.gov.uk**

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Page 1

Email

ICO Case Reference: IC-20...

Regarding

Worked By

Status Reason

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Activity Marker



E... Direction



I...



Email

From

[Redacted]

To

ICO Casework

Cc

Subject

ICO Case Reference: IC-202111-L2L4

Display Name

Date Received

17/01/2023 13:01

Email Address

[Redacted]@hackney.gov.uk

External: This email originated outside the ICO.

Dear Will Shepherd

I refer to your email below.

[Redacted]
Please let me know if there is any other information that you require.

Kind regards

[Redacted]
ICT Services

London Borough of Hackney

www.hackney.gov.uk

find out more about our work at: <http://blogs.hackney.gov.uk/hackit/>

----- Forwarded message -----

From: icocasework <icocasework@ico.org.uk>

Date: Mon, 16 Jan 2023 at 09:10

Subject: ICO Case Reference: IC-202111-L2L4

To: dataprotection@hackney.gov.uk <dataprotection@hackney.gov.uk>

16 January 2023

Case Reference: IC-202111-L2L4

Dear Sir/Madam

The ICO has received a complaint from [Redacted] about how London Borough of Hackney Council (LBHC) have failed to respond to a SAR. Please could you confirm whether you have responded to the SAR (attached) and if so provide us with a copy of the response letter?

Yours sincerely,

Will Shepherd

Lead Case Officer

Information Commissioner's Office

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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Email

Your email to the ICO - Ca...

Regarding

Worked By

Status Reason

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Activity Marker



Direction



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Email

From

ICO Casework

To



Cc

Subject

Your email to the ICO - Case Reference IC-207548-K2W6

Display Name

Date Received

31/07/2023 09:10

Email Address

31 July 2023

Case Reference: IC-207548-K2W6

Dear

Thank you for your email of 28 July 2023

Yours sincerely,

**Allison Isom
Lead Case Officer
Information Commissioner's Office**

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

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----- Original Message -----

External: This email originated outside the ICO.

Dear Allison Isom

I am writing further to this reference.



Please let me know if you require any other information regarding this reference.

Kind regards

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London Borough of Hackney
www.hackney.gov.uk

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ATTACHMENTS

File Name	Followed	File Size (Byte...)	
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