

17 November 2023

IC-269220-LOWO

Request

You asked us:

"Please could you provide me recorded information relating to Data Protection, Freedom of Information or EIR complaints received about or relating to Manchester Airport Group. The entities to include are:

*Manchester Airport Group
Manchester Airport Plc
Stansted Airport Ltd
East Midlands Airport Ltd
Cavu Limited
Looking for Parking
Sky Parks Secure
Jet Parks
Mag Property*

I would like for each entity numbers of complaint received, which regulation, brief description of complaint and recorded outcome. I would like information for any complaints received by the ICO on or after the 1 April 2023 to the current date."

We received your request on 9 November 2023.

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

Our response

We confirm that we hold information in scope of your request. Between 1 April 2023 and 9 November 2023 the ICO has received one complaint falling within scope of your request, please see the details below.

Complained about party	Nature of complaint	Outcome
Manchester Airport PLC	Data Protection - Subject Access Request	Ongoing

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely,