

23 November 2023

IC-270386-T3W6

Request

You asked us:

I read this guidance on the 7th June of this year and page 14 of the downloadable version of this document contained a section relating to Statutory bodies and a specific scenario relating to one public sector organisation processing complaints on behalf of another. This information is not contained in the latest version on your website. I also tried searching on the national archive version of your website to find this information however only web pages are available. I suspect that the web pages and the downloadable document were not exactly the same, hence my not being able to find this information. Please send me a copy of the downloadable version of the guidance document previously available on your website on the 7th June.

We received your request on 15 November 2023.

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

Our response

You can find the information that you requested on the National Archives here:

https://webarchive.nationalarchives.gov.uk/ukgwa/20151204115949mp_/https://ico.org.uk/media/for-organisations/documents/1546/data-controllers-and-data-processors-dp-guidance.pdf

Because the information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA.

Next steps

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

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

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

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

Your information

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

Yours sincerely



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