

6 November 2023

IC-253271-X4W8

Review of response to information request

I write further to your email of 9 October 2023 in which you requested a review of the handling of your information request.

You are dissatisfied with our response to your request. You believe that we did not provide all the requested information and we did not appreciate the severity of the incident at the centre of your request. You requested some clarification of our response, asked for additional information, and expressed dissatisfaction with the outcome of our investigation.

The purpose of an internal review is to look again at your request and our response only. I am only able to consider whether an appropriate response was provided in line with the requirements of the Freedom of Information Act (FOIA). I am unable to address your concerns about the outcome of the investigation. However, I have provided some additional advice below about this aspect of your correspondence.

I am a Senior Information Access Officer in the Information Access Team and I have had no prior involvement in the handling of your request.

Review

You asked whether our investigations into a breach reported by Marie Stopes / MSI Reproductive Choices and Stor-a-file had concluded. You also asked for information about the outcome of those investigations.

In our response we addressed the Marie Stopes/MSI Reproductive Choices investigation but not the Stor-a-File investigation.

I agree that we did not provide all the information you requested in our initial response. I therefore partially uphold your complaint.

However, I note that this information was subsequently provided to you in our email of 11 October 2023, along with an apology for the omission. I am therefore satisfied that you have now received the requested

information, but I again apologise that this was provided to you outside the timeframe set out in the FOIA.

I note that you have also now received the additional information you requested in your email of 9 October 2023 on case reference IC-264022-F8K8.

Further advice

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Complaint procedure

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the Freedom of Information Act 2000. Please follow the link below to submit your complaint:

<https://ico.org.uk/make-a-complaint/>

Yours sincerely

Jennifer Wilkes
Senior Information Access Officer

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

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