

29 November 2023

IC-271706-S2H2

Request

You have requested details about the number of complaints that the ICO has received about Hermes Parcelnet, now trading as Evri.

We received your request on 17 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 June 2020 and November 2023, the ICO has received 171 complaints about Hermes/Evri. Please see the table below showing the outcome of these complaints. 12 complaints are still ongoing and are therefore not included in the table below.

Action taken			Total
Infringement	Infringement	DP complaint resolved by org	1
		More work for org - contacted to raise awareness of individual complaint	5
		More work for org - failed to respond to individual complaint	10
		More work for org - unsatisfactory response to individual complaint	9
		Unassigned	1
	Potential infringement	More work for org - contacted to raise awareness of individual complaint	4
		More work for org - failed to respond to individual complaint	15

		More work for org - unsatisfactory response to individual complaint	12
No further action	No action	Insufficient information to proceed	62
	No infringement	Good practice advice provided	4
		More work for org - failed to respond to individual complaint	1
		More work for org - unsatisfactory response to individual complaint	1
		No action	26
		Unassigned	1
	Not information rights	Not data protection	6
		Unassigned	1
			159

Data protection complaints are retained in line with our [retention policy](#), therefore we do not hold any complaints about Hermes/Evri prior to June 2020.

This concludes our response to your request.

Next steps

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

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

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

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

Your information

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

Yours sincerely,



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
**For information about what we do with personal
data see our [privacy notice](#)**