

7 December 2023

Case Reference IC-273333-P8T4

Request

Please supply data on how many complaints are actually upheld, and what you do when they are upheld.

We received your request on 10 November 2023.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA).

Our response

Given the context of your request, we have interpreted your request as a request for information about data protection complaint cases.

We do hold information within the scope of your request.

We proactively publish details of our completed casework, including data protection complaints, on our website on the following link [Complaints and concerns data sets | ICO](#). The data protection complaints data sets contain details of complaints we have received from the public about data protection concerns. You will see from the decision columns that we do not record the outcome of a complaint as 'upheld' or 'not upheld', but rather by the type of action that we have taken.

A guide to the different case outcomes can also be found on the following link [data protection complaint outcomes](#)

Please note that information is deleted in line with our retention policy, so these figures represent only the cases we still currently hold. Details of our retention policy can be found on this link [Retention and disposal schedule](#).

In relation to the second part of your request, as explained, we do not record the outcome of a data protection complaint as upheld / not upheld, and therefore we are unable to provide information about what we do when a case is 'upheld'.

You may find the following link [What to expect from the ICO when making a data protection complaint](#) of interest. This provides further information about the potential outcomes of complaints.

We also publish information about [Enforcement action](#) and other [action we've taken](#) on our website. Action is taken in line with our [Regulatory Action Policy](#).

As this information is published on our website, the information is withheld in reliance on section 21 of the FOIA. This exempts information which is accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

This concludes our response to your information 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

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