

08 December 2023

ICO Case Reference IC-273661-D2N7

Request for information

Request received 30 November 2023:

"I have been advised to submit an FOI request on IQVIA to understand how many previous cases of GDPR breach you have on record."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We hold information regarding 2 data protection (DP) complaints from individuals relating to 'IQVIA', or 'IQVIA Solutions UK Limited'. This information is already published in our [data protection complaints data sets](#) on our website.

Please note that when we record a DP complaint to the ICO, this does not confirm that a breach has occurred, only that a complaint has been made. The outcomes of the 2 complaints above were recorded as follows:

- Informal action taken, Infringement, More work for org - failed to respond to individual's complaint'
- 'No Further Action, Not information rights, Not DP'

We publish an explanation of [case outcome descriptions for dp complaints](#) on our website.

We do not hold information about any self-reported personal data breach (PDB) reports from IQVIA. You can view the PDB reports made to the ICO in our [Personal data breach cases data sets](#) on our website.

Information is deleted in line with our [retention and disposal policy](#).

Section 21 FOIA

Because the information above is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section 21 states that we do not need to provide you with a copy of information when you already have access to it. However, we have provided the information and links above for your convenience.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at accessicoinformation@ico.org.uk, or the postal address below.

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

Your information

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific

purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

Information Access Team

Strategic Planning and Transformation

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

T. 0303 123 1113 ico.org.uk twitter.com/iconews

For information about what we do with personal data see our [privacy notice](#)