

11 December 2023

## **Case Reference IC-272191-Y9T3**

### **Request**

*We would like to request a copy / copies of the original complaint(s) against MACC Developments Ltd and/or any employee of MACC Developments Ltd on this matter.*

We received your request on 16 November 2023.

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

### **Our response**

I can confirm that we hold the requested information.

It is our view that disclosure of this information would break the first principle of data protection, that personal data is processed lawfully, fairly and in a transparent manner.

Information provided to us by individuals in the course of making or responding to complaints is generally considered to have been provided with an expectation of confidence. It is the personal information of the individual providing it to us, as it identifies and relates to them. Furthermore, in the course of handling complaints, we provide the organisation involved with sufficient information regarding the matters raised in order to look into the complainant's concerns.

As a result, we have withheld the information within scope of your request in reliance on the exemption at Section 40(2) of the FOIA.

There is no strong legitimate interest that would override the prejudice that disclosure would cause to the rights and freedoms of the individual/s concerned.

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