

8 December 2023

Case reference IC-272829-F1Y8

Request

You asked us:

"I am emailing to establish if OVO have an agreement with you for an extended timeframe of 3-6 months for Subject Access requests."

We received your request on 22 Nov 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We can confirm that we do not hold the requested information.

The delays been reported to us by OVO Energy Ltd, but there has been no official agreement between us about their extended timeframes for responses.

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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