

15 January 2024

Case Reference IC-277273-J7N0

Request

Hi, I'd like to make a FOI request to your organisation to find out how many complaints you've received about Taylor Wimpey, how many investigations you've carried out on them, how many data breaches and issues with SARs you've come across. Is this information that you hold? Thanks

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

Our response

We do hold information within the scope of your request.

We received 36 data protection complaint cases about Taylor Wimpey between 5 June 2019 and 14 October 2023 and one report of a personal data breach on 23 December 2022. We have not conducted an investigation into Taylor Wimpey.

We publish data sets of our completed casework, including data protection complaints, personal data breaches along with details of our civil and cyber investigations. These are available on our website by following this link: [Complaints and concerns data sets](#). You can filter the data sets by 'submitted about account' and can find details of complaints and self-reported personal data breaches about Taylor Wimpey, along with details of the outcome. When searching the data sets you may find it easier to use the 'ctrl f' function to search for the organisation you are interested in.

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

The data sets currently on our website cover completed casework from January 2021 (Q4 2020/21) until the end of September 2023 (Q2 2023/24).

Please note that information is deleted in line with our [Retention and disposal schedule](#) and therefore the figures provided above represent the cases we still currently hold on our case management system on the date the information was extracted.

As the above information is publicly available, it is technically withheld in reliance on section 21 of the FOIA, as explained below.

We also publish information about [Enforcement action](#) and other [action we've taken](#) on our website.

Information withheld

FOIA section 21

This exempts information which is reasonably accessible to the applicant through means other than a request under 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 links above for your convenience.

Section 21 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

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
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