

5 January 2024

IC-277120-S6Y8

## Request

You asked us:

*"Under the Freedom of Information Act, I would like to request the following information:*

- 1. A) Please could you confirm the total number of cold call complaints the ICO has received over the last 10 years, specifically relating to cold calls about personal injury claims?*
- 2. B) Can you please break this data down by each year?"*

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

## Our response

We have searched our system based on the information you have provided and can confirm that we hold some information within the scope of your request.

The ICO collects information regarding nuisance calls using an online reporting tool. This tool differentiates between live calls and automated calls, but does not differentiate between 'cold calls' and other types of nuisance calls. This means that the information below is given regarding nuisance calls generally, as that is how the information is held. The ICO additionally collects information on nuisance SMS and email messages.

The ICO holds information about nuisance call complaints for 6 years in line with our [Retention and Disposal Policy](#). This means that we do not hold the information you have requested going back for 10 years. The oldest information we holds dates to 2017. This means that for 2013-2016, we do not hold information within the scope of your request.

However, we publish information about the number of nuisance call complaints we receive on our website: [Nuisance calls and messages | ICO](#)

Our reports are published annually and break down the number of nuisance calls by month. These are categorised by live calls, auto (or robotic) calls, SMS, and email.

'Personal injury claims' are classed as nuisance calls about 'accident claims' and can be seen in column D of each annual report.

Because this material is already reasonably accessible to you, it is technically withheld under section 21 of the FOIA. This exempts information which is reasonably 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 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