

15 January 2023

IC-276693-K7B9

Request

On 13 December 2023 you asked us:

I'm looking to access any documents/ policy records relating to during this period [2017-2019] the ICO automatically posted any "@ICO" tweets to its public twitter feed or whether it had restricted its settings to only post replied to tweets. and what the current policy is.

Further correspondence clarified that you were seeking the following information:

"Any documents/policy records relating to how and when the ICO replied to posts on Twitter in 2017-2019."

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

Our response

We have undertaken searches of our records and consulted with our Communications Team in relation to your request and can confirm that we do not hold any information which falls within the scope of your request.

Our Communications Team have explained that we do not have an official policy as to when we reply to posts on social media, and they are not aware of such a policy existing in the period you are interested in. However, they have provided the following explanation of their approach which may be of interest to you:

The ICO Communications team monitors every reply, comment or message that we receive on social media. The team take every inbound message on a case-by-case basis to decide whether to reply. We look to reply or ask the relevant team to reply in the following circumstances:

- where we can give advice or answer questions from the members of the public on their rights;
- where we can give advice or answer questions to organisations on their responsibilities under the law;
- where we can answer requests for information under FOI and EIR;
- where we can add clarification eg if a web form or link is broken, we will respond to give the person the correct link or update them on when it will be fixed;
- other ad-hoc circumstances that are decided on a case-by-case basis eg we may thank someone for a compliment on customer service and state we've passed the message on to the relevant team member.

We have also identified the following policies which were in place during the period you specify in your request, although they are not in scope as they do not specifically detail our policy around replying to twitter requests, they may be of interest to you:

[ICO Communication Policy](#)
[Social Media Policy](#)

Our current [Social Media Policy](#) is also published on our website.

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](#) on our website.

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 sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



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