

20 February 2024

ICO Case Reference IC-287236-F8X8

Request for information

Request received 7 February 2024:

"I'd like to know about the ICO's duty of care to those who bring concerns to it. Can you please provide me with all relevant documentation?"

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information in scope of your request. The ICO has a number of relevant policies and documents. Whilst these do not necessarily include the phrase 'duty of care', they do detail our approach to customer service and our expectations regarding staff conduct. They are as follows:

[Our Service Standards](#)

[ICO Service Charter](#)

[Code of Conduct](#)

[Reasonable Adjustment Policy](#)

[Purpose, Objectives, Values and Behaviours](#)

We publish many more of our [policies and procedures](#) on our website, along with [other information](#) about our activities and plans.

Section 21 FOIA

Because the requested information is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA.

Section 21 states that we don't 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.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review.

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 [raise a complaint](#) 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.

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

Information Access Team
Strategic Planning and Transformation

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
T. 0303 123 1113 ico.org.uk twitter.com/iconews

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