

27 February 2024

IC-289136-NOL7

Request

You asked us:

"since it was introduced, how many subject access requests have

- a. been submitted to controllers using the ICO tool at <https://ico.org.uk/for-the-public/make-a-subject-access-request/>?*
- b. how many complaints have you received about the responses received subsequent to a request being made using the tool?*

If b) is difficult to ascertain (and risks invoking the s12 FOIA costs limits), please just response to a)."

We received your request on 19 February.

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

Our response

We do hold information within the scope of your request. There have been 13,593 SAR submissions through the new service, since it was launched on 03 August 2023. This figure is taken as at 26 February.

We would not be able to answer part b of your request because it would hit the costs limit at s.12. This is because we only keep SAR submissions from the online tool for 14 days and after that retain no data about which organisations SARs have been submitted to, so cannot connect this to data about complaint cases.

Additionally, there is no way to do an automated search for complaint cases by the method of submission of the original SAR. This may be included in the correspondence on the case, but this would require manual searching, which would breach the costs limit, and there is no guarantee that this information would be held in every case.

This concludes our response.

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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