

5 March 2024

## **IC-291774-J8X9**

### **Request**

You asked us to confirm whether or not we hold a personal data breach report from The National Farmers Union Mutual Insurance Society Limited ("NFU Mutual") regarding a personal data complaint you raised with them in January 2024.

We received your request on 2 March 2024. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

### **Our response**

We have searched our records based on the information you provided. We were unable to locate a personal data breach record matching that described in your request.

It's important to note that not all personal data breaches need to be reported to the ICO. Our guidance sets out that organisations should only notify the ICO in the event that a breach is likely to result in a risk to the rights and freedoms of individuals.

You can find more information about this in our guidance to organisations on [data breach reporting under the UK General Data Protection Regulation](#) on our website, including example scenarios.

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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