

5 March 2024

IC-291514-Y8D5

Request

On 1 March 2024 you asked us:

"how many complaints have been made against Mastek (UK) Limited and all related companies within the scope of the FOI legislation concerning mishandling of UK GDPR Subject Access Requests."

You also stated that:

"I request this information in the fullest scope and meaning of the FOI legislation, with no concealments unless they are legally outside the scope of the legislation. For those considered outside the scope of the FOI legislation, I request anonymised data concerning the volumes and severities of such cases."

We have interpreted this as a request for the number of complaints that have been made against Mastek (UK) Limited concerning mishandling of UK GDPR subject access requests.

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

Response

We hold information that falls within scope of your request. Technically this information is exempt from disclosure in accordance with Section 21 of the FOIA, as it is already accessible to you, however we have provided the relevant links below for reference.

We publish information about data protection complaints here:

<https://ico.org.uk/about-the-ico/our-information/complaints-and-concerns-data-sets/data-protection-complaints/>

Two data protection complaints have been received about the company mentioned in your request, and both of these relate to right of access requests. Information about these can be found within the following Q3 2021/2022 data set here:

<https://ico.org.uk/media/about-the-ico/data-sets/4021292/data-protection-202110-202112.csv>

You can locate the complaints by searching for the company name within the data set. You can also search for other companies within this data set and the others published via the first link (above).

Advice and assistance

It is unclear why you have asked about cases considered outside FOI legislation. The two complaints mentioned above (which we have considered in accordance with the FOIA) are the only relevant complaints we hold information about. There are no other cases that fall within scope of your request.

If you were to make a request for additional details about each of these complaints (i.e. any information that is not contained within our published data sets), please note that this information may be exempt from disclosure in accordance with Section 40 of the FOIA, if it includes details that could be used to identify complainants.

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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