

22 February 2024

IC-285179-W6D2

## Request

On 30 January 2024 you asked for the number of complaints the ICO has received about spam texts and nuisance calls from November and December 2023, to be broken down by month, topic and type (i.e. text, live call, automatic call).

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

## Response

The information you have requested is due to be published in the near future, and is therefore withheld in accordance with Section 22 of the FOIA. This exempts information which is held with a view to its publication at a future date and when it is reasonable in all the circumstances that the information should be withheld from disclosure until that date.

This is not an absolute exemption, which means we must consider the public interest in maintaining the exemption against lifting it. The factors in favour of lifting the exemption include:

- Providing information regarding complaints made to the ICO encourages openness and transparency and improved public confidence in the ICO.

The public interest factors in favour of maintaining the exemption include:

- The ICO has a history of publishing this information on a regular basis and has committed to publishing relevant information in the near future (and at that point the information will be in the public domain); and
- Earlier disclosure is not necessary to satisfy any pressing public interest at this time.

Having considered these factors we have taken the decision to withhold this information in accordance with Section 22 of FOIA.

The information, once it is published, will be available here:

[Nuisance calls and messages](#)

We anticipate that the information will be available in the next few weeks, but cannot confirm an exact date at the time of writing.

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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