

8 December 2023

IC-269567-W5Z3

Request

You asked us:

"Please provide all information held on the :

1) date when the email address casework[at]ico.org.uk changed to icocasework[at]ico.org.uk

2) reason(s) for the change from casework[at]ico.org.uk to icocasework[at]ico.org.uk

3) actions (if any) that the ICO has taken/taking to ensure that organisations are showing the correct (updated) ICO email address (icocasework[at]ico.org.uk) on their websites.

These websites are still showing the previous email address of casework[at]ico.org.uk:

<https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.northants.police.uk%2Fhyg%2Ffpnnorth%2Fcomplain-to-the-information-commissioner%2F&data=05%7C01%7Cicoaccessinformation%40ico.org.uk%7C56dd24bc90c54afe2d4a08dbe1ed009b%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638352180287213726%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=rDGXrjrN0akMnIXXQK8NWilg%2B9hF982SZRe0YXjw1Z0%3D&reserved=0>

https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.charnwood.gov.uk%2Fpages%2Fdata_protection&data=05%7C01%7Cicoaccessinformation%40ico.org.uk%7C56dd24bc90c54afe2d4a08dbe1ed009b%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638352180287213726%7CUnknown%7CTWFpbGZsb3d8eyJWIjojMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJ

[XVCI6Mn0%3D%7C3000%7C%7C%7C&sdata=9Wns7NeIe1Kzp%2FL4UqfLZJdk4RpL0OTJIXGz7Fo%2B8as%3D&reserved=0](https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2Fglobal%2Fcontact-us%2F&data=05%7C01%7Cicoaccessinformation%40ico.org.uk%7C56dd24bc90c54afe2d4a08dbe1ed009b%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638352180287213726%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6IkJ1bWVudC5kaWZlIHR5cGU6Ij9gVfLg%3D&reserved=0)

4) the reasons as to how come a member of the public emailing casework[at]ico.org.uk would receive an undeliverable message stating:

"A custom mail flow rule created by an admin at indigoffice.onmicrosoft.com has blocked your message. Please check Plís gwiriwch <https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2Fglobal%2Fcontact-us%2F&data=05%7C01%7Cicoaccessinformation%40ico.org.uk%7C56dd24bc90c54afe2d4a08dbe1ed009b%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638352180287213726%7CUnknown%7CTWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6IkJ1bWVudC5kaWZlIHR5cGU6Ij9gVfLg%3D&reserved=0>

How to Fix It

An email admin at indigoffice.onmicrosoft.com has created a custom mail flow rule that blocks messages that meet certain conditions, and it appears that your message has met one or more of those conditions.

Check the text above for a custom message from the email admin that may help explain why your message was blocked and how you might be able to fix it. For example, removing prohibited words from the message or sending the message from a different email account may be sufficient to deliver your message.

If you've tried and you're still not able to fix the problem, consider contacting the email admin at indigoffice.onmicrosoft.com to discuss what to do. While they're unlikely to remove or relax the rule, if you have a legitimate need to deliver your message they may offer guidance for how to do so."

5) instances where a member of the public emailing icocasework[at]ico.org.uk will NOT receive an acknowledgement email. e.g. if their subject line contains certain key phrases such as 'we have received your email'. Please provide all information held that may elaborate on all the other key phrases."

We received your request on 10 November.

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. You have asked for all information held about the points listed, but we would not be able to search for all of this information without hitting the reasonable costs limit in s.12 FOIA of £450 or 18 hours of searching. This was a large undertaking which effected every department in the ICO and information will be held across our files and casework systems about this. It would be impossible to conduct electronic searches about this as any search terms, such as our casework email addresses would bring millions of irrelevant search results that we would have to search through to find the requested information.

Rather than refusing your request we have instead looked at what information and explanation we can provide to help you to gain an understanding of why this switch in email addresses occurred and how the process was managed.

I have looked at your numbered points in turn below.

1. date when the email address casework[at]ico.org.uk changed to icocasework[at]ico.org.

23rd November 2020 (see attached decommissioning email Dated 5 November)

2. reason(s) for the change from casework[at]ico.org.uk to icocasework[at]ico.org.uk

We changed our case management system, which receives incoming emails related to our casework, from CMEH to ICE (Dynamics CRM). This necessitated a change in the associated email address. The two systems co-existed for a short time during the transition period so we had two email addresses functioning until the move was completed.

3. actions (if any) that the ICO has taken/taking to ensure that organisations are showing the correct (updated) ICO email address (icocasework[at]ico.org.uk) on their websites

See email attached dated 22 October 2020. The first two actions in the plan and actions table show that steps were taken to communicate this, and also our autoreply message shown in the email dated 22 October. Beyond this it is the responsibility of each organisation to ensure that they are quoting the correct email address for the ICO.

4. *the reasons as to how come a member of the public emailing casework[at]ico.org.uk would receive an undeliverable message*

As the previous email addresses were removed in 2020 (as with all other decommissioned mail addresses) there will not be a specific generated response but rather a general response that links to our "contact us" web page. This is the most effective way of providing an alternative communication route when individuals mail retired/removed addresses. The ICO do not maintain retired mail addresses indefinitely but will provide a sensible grace period via a specific message response immediately after removal.

5) *instances where a member of the public emailing icocasework[at]ico.org.uk will NOT receive an acknowledgement email. e.g. if their subject line contains certain key phrases such as 'we have received your email'. Please provide all information held that may elaborate on all the other key phrases."*

There aren't any specific rules currently in place that would prevent an individual receiving a response from our casework mail address itself. A caveat to this would be if any wider rules should override the delivery of the incoming message to that mailbox before it reaches it. An example of those rules would be to block messages from known malicious senders. Also, if our mail system detected a sender or content that it suspected was associated with spam activity, it would block the incoming message before it reached the target mailbox, and a response message would not be generated.

We hope that this response is helpful to you.

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



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
**For information about what we do with personal data
see our [privacy notice](#)**