

3 April 2024

IC-297762-H7Y1

Request

You asked us:

"I'm emailing to get a freedom of information request for the details of the complaint and if possible the person who reported the complaint"

This in relation to a CCTV complaint case.

We received your request on 29 March 2024.

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

Our response

As you may be aware the FOIA provides access to recorded information held by a public authority unless an appropriate exemption applies. Disclosures under the FOIA are considered to be applicant blind and are therefore made to 'the world at large'.

The information that was provided to us by the complainant in this matter is personal data about them. We would therefore need to consider whether the exemption at section 40(2) of the FOIA applies.

When the circumstances of a complaint indicate that a breach of the legislation we oversee may have occurred, we take the view that complainants do not normally expect their details to be sent to the person who is the subject of their complaint.

A disclosure of the personal details of the complainant in this case would be unfair and would therefore be in contravention of the first data protection

principle. This requires personal data to be processed lawfully, fairly and in a transparent manner.

We are therefore withholding the details of the complaint and the name of the complainant and we rely on the exemption at s40(2) of the FOIA by virtue of section 40(3A)(a). We provide the complained about party with sufficient information regarding the complaint in the course of our handling of it. It is therefore not necessary to disclose further information, and in doing so contravening the first data protection principle.

If there is any further information or advice which you require in order to fully respond to the issues raised by this complaint, please let the case officer know so that they can provide you with an appropriate response.

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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see our [privacy notice](#)