

03 April 2024

ICO Case Reference IC-294041-B0C0

Request for information

Request received 13 March 2024 for:

"details of a data breach self reported by Totally plc in September 2023...a copy of the data breach submission by Totally plc"

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do not hold information in scope of your request. Having searched our casework management system we could not find a personal data breach (PDB) report matching the details provided.

Further information

You should be aware that not every PDB is reportable to the ICO. In the event of a breach, an organisation must assess the risk to the individual(s) affected. We have guidance for when and how to [Report a breach](#) on our website.

We also regularly provide advice to data controllers by telephone to assist them with breach incidents. These calls are not recorded.

We publish details of [Personal data breach cases](#) reported to us in our [Complaints and concerns data sets](#). Some more serious PDBs are referred to our investigations department, and these are shown in the relevant investigations datasets.

Please be aware that due to the ICO [Retention and Disposal Policy](#), we do not hold casework records indefinitely.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review.

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 [raise a complaint](#) 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.

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

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For information about what we do with personal data see our [privacy notice](#)