

5 April 2024

**Case reference: IC-291521-Y5W0**

**Review of response to information request**

I write further to your email of 11 March in which you requested a review of the handling of your information request dealt with under the reference number IC-291521-Y5W0.

Section 45 of the Freedom of Information Act 2000 (FOIA) requires the publication of a code of practice, designed to assist public authorities handle requests under the FOIA.

This guide recommends that public authorities put in place an internal review process for FOIA responses, which our guide suggests should be triggered whenever a requester expresses dissatisfaction with the outcome of a request they have made.

The purpose of an internal review is to look again at your request, at our response, and to check that any exemptions applied were appropriate.

As a result, we have conducted an internal review of our response to your information request. I am a Senior Information Access Officer in the Information Access Team and I can confirm that I have had no prior involvement in the handling of this request.

**Request and response**

On 1 March we received a request from you which sought the following information:

*"Please can you tell me the fax number in the attached document is real. it is dated October 2020. And if it is genuine please can you tell me when you deactivated the phone."*

On 6 March we responded and advised that the fax number 01625 545748 was previously used by our Data Protection Fees team. It had since been deactivated but we did not hold a record of the deactivation date.

## **Review**

The purpose of this review is to look again at your request and the response that was provided.

In our response we confirmed that the number was used by the ICO and the specific team. With regards to when the number was deactivated, we consulted with a number of ICO teams. Following these consultations, we confirmed that that we did not hold the requested information.

In your request for an internal review you asked if we could check for the deactivation date by reviewing our telephone bills, stationery or contacting our telecoms supplier.

In terms of information held by the ICO, I have contacted the relevant team to determine if we hold the telephone bills. Whilst we do hold invoices for the past 6 years in line with our retention schedule for financial records, we do not hold the corresponding supplier issued statements for that time period.

We have contacted the supplier to see if they are able to provide us with a deactivation date. They have advised that they do not hold a record of this.

With regards to your suggestion that we check when stationery was changed, the ICO correspondence you provided is an email footer not a printed paper copy, i.e. letterhead template.

We have searched the central records we hold for the number. This includes Word documents and emails saved by ICO teams in line with our retention schedule. Emails held on local staff Outlook folders are retained for 12 months.

We hold this number in Word documents up to 2019 and emails documents after that date. This type of search does not enable us to more precisely determine when the number was deactivated.

Having spoken to colleagues, it appears that this number stopped being used in 2018 or 2019, with the adoption of the central fax number of 01625 524510. We do not hold a record of when after that time the 01625 545748 number was deactivated.

Given the above, I am satisfied that our response of 6 March under FOIA was correct in that we do not hold the requested information (deactivation date), and your review is not upheld.

I hope the explanation and additional information provided is helpful.

### **Complaint procedure**

If you are dissatisfied with the outcome of this review you can make a formal complaint with the ICO in its capacity as the regulator of the Freedom of Information Act 2000. Please follow the link below to submit your complaint: <https://ico.org.uk/make-a-complaint/>

### **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,

Claire Elliott  
Senior Information Officer



Information Access Team  
Strategic Planning and Transformation  
Information Commissioner's Office, Wycliffe House, Water  
Lane, Wilmslow, Cheshire SK9 5AF  
[ico.org.uk](https://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)

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