

3 April 2024

Case Reference IC-294671-F8Q0

Request

You asked us:

"Which the above in mind this FOI Request is for any documents, such as emails to/from HSCB, internal ICO "notes", emails, etc that refer to any possible "issues" with HSCB's registration for either or both of the 2020/2021 and 2021/2022 periods or references to other such historical payment issues with HSCB."

We received your request on 15 March 2024.

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

Our response

We do not hold any information in scope of your request.

In our registration system, we still hold an overview of the fee-related events for HSCB (eg single-line entries for the payment collection date). However, these records do not provide any information which would answer your request. They are only very basic entries into the system.

If we have ever held any detailed information about any issues relating to the HSCB's registration, then it is no longer held by us, due to our data retention policy. For example, any information contained in correspondence or internal notes will now no longer be available.

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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