

17 April 2024

IC-297346-POL2

Request

You asked us:

"Under the Freedom of Information Act 2000, I would like to know:

- The number of complaints made about Data Subject Access Requests (DSARs) broken down by year*
- A breakdown of the above by industry sector*

I would like this data as a total for each of the last five years, with December 31 as year-end."

We received your request on 27 March 2024.

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

Our response

We can confirm that we hold information in scope of your request. Please see the table below, showing the number of complaints that the ICO received concerning subject access requests, broken down by calendar year and with the sector that the complaint relates to.

Please note that the following information is about complaints that we currently hold. In line with our [retention schedule](#), cases are generally deleted two years after closure, unless they have been marked for preservation. As such, the information on this table from prior to 2022 will not be a wholly accurate reflection of the number of complaints received.

| Sector | 2019 | 2020 | 2021 | 2022 | 2023 | 2024 | Grand Total |
|---------------------------------------|-------------|-------------|-------------|-------------|-------------|-------------|--------------------|
| Central Government | | 24 | 624 | 1058 | 849 | 43 | 2598 |
| Charitable and voluntary | | 6 | 225 | 272 | 328 | 17 | 848 |
| Education and childcare | 1 | 15 | 613 | 845 | 902 | 68 | 2444 |
| Finance, insurance and credit | 3 | 27 | 1164 | 1491 | 2137 | 220 | 5043 |
| General Business | | 13 | 843 | 1145 | 1356 | 125 | 3482 |
| Health | | 33 | 1237 | 1720 | 2023 | 100 | 5113 |
| Justice | | 14 | 584 | 829 | 618 | 60 | 2105 |
| Land or property services | | 8 | 542 | 763 | 751 | 38 | 2102 |
| Legal | | 11 | 336 | 398 | 482 | 56 | 1283 |
| Local government | 1 | 23 | 1064 | 1582 | 1756 | 110 | 4536 |
| Marketing | | | 36 | 54 | 53 | 2 | 145 |
| Media | | 2 | 23 | 35 | 31 | 1 | 92 |
| Membership association | | 3 | 98 | 133 | 189 | 21 | 444 |
| Online Technology and Telecoms | | 15 | 545 | 671 | 1069 | 87 | 2387 |
| Political | | 7 | 119 | 147 | 44 | 3 | 320 |
| Regulators | | 3 | 204 | 174 | 156 | 3 | 540 |
| Religious | | 1 | 28 | 37 | 28 | 3 | 97 |
| Retail and manufacture | | 7 | 585 | 757 | 858 | 110 | 2317 |
| Social care | | 5 | 160 | 173 | 138 | 7 | 483 |
| Transport and leisure | | 3 | 456 | 692 | 850 | 84 | 2085 |
| Unknown | | | 1 | 1 | 2 | | 4 |
| Utilities | | 4 | 324 | 540 | 715 | 12 | 1595 |
| Grand Total | 5 | 224 | 9811 | 13517 | 15335 | 1170 | 40063 |

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 [here](#).

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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