

1 May 2024

IC-299006-C0Z5

Request

You asked us:

"How many different pieces of "advice" are published on the @ICOnews website and how many times have each of them been accessed over what periods? You don't know how many and your own statistics prove less than 1/8 of businesses views the articles"

We received your request on 9 April 2024.

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

Our response

We have interpreted "advice" as specifically meaning the guidance we publish as part of our 'For the public' and 'For organisations' sections of our website. Each individual advice page on these sections is referred to internally as a 'guidance product.'

I can confirm that we hold information in scope of your request. However, retrieving and extracting the information would exceed the cost limit set out by section 12 of the Freedom of Information Act 2000 (FOIA).

The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 states that the 'appropriate limit' for the ICO is £450. We have determined that £450 would equate to 18 hours work.

There are 221 separate guidance products on our website. Obtaining the statistics for each of these guidance products requires us to look them up through our provider. As you have not specified a timeframe for your request,

and have asked for the statistics for how many times each piece of guidance has been accessed, this would require us to search each piece of guidance individually.

We have determined that running the searches and extracting the statistics for each individual piece of guidance would take around 20 minutes per piece, which would bring the total time required to respond to your request to over 73 hours. This clearly exceeds the 18 hours which would accrue a charge of £450 or more, triggering the provisions of section 12 of the FOIA.

Advice and assistance

If you are particularly interested in statistics for a specific page or set of guidance, we may be able to respond to a request for that information. Similarly, if you are interested in information over a certain timeframe, we may also be able to provide a response, but it should be noted that requesting the statistics for all pages would still require manual searches and likely result in the cost limit being reached.

You might therefore consider asking for the statistics for a specific set of pages over a particular time period, as this may be a request that we would be able to assist with.

However, in the event of any request that requires manual searches, we would need to consider if it is in the public interest for us to dedicate the resources necessary to carry out this kind of search, or whether it represents an unreasonable burden on us as a public authority.

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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