

25 April 2024

IC-298861-Y5W4

Request

You asked us:

"Please supply the outcomes of last 1,000 appeals made by data subjects to the ICO in relation to breaches of their rights under Article 15 of the UK GDPR. For the avoidance of doubt Article 15 includes Decision Legislation Reason's: 'Art 15(3)(1) - Provide a copy of the personal data' and 'Art 15 – Right of access'"

Based on the context of this request, "appeals" here is being read as where a case review has been requested for a complaint case.

We received your request on 17 April 2024.

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

Our response

I can confirm that we hold information in scope of your request.

Please see below for the outcomes of the past 1,000 case reviews, where the case had the legislation reason "Art 15(3)(1) – Provide a copy of the personal data" or "Art 15 – Right of access."

For an explanation of the table, the first column lists the outcomes, and the next three list the reason for review - 'further action required' meaning that the particular concern under review is whether the case officer should have done more in handling the complaint, and 'innaccurate decision' meaning that the review is about whether the case officer reached the right decision in their outcome. 'Unassigned' simply means that the reviewing officer did not fill in that particular field on our casework system.

Outcome	Reason for review			Grand total
	Further action required	Innaccurate decision	Unassigned	
Not upheld	397	436	2	835
Partially upheld	54	40		94
Unassigned		3	18	21
Upheld	35	15		50
Grand total	486	494	20	1000

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