

1 May 2024

Case Reference IC-298662-Q0X3

Request

You asked us:

"Under the Freedom of Information Act 2000, and in reference to page four of your 'Report a personal data breach' document (see attached) I would like to know the following:

- The total number of reported data breaches, broken down by the category of data subjects affected (i.e. Employees, users, subscribers, students, customers or prospective customers, patients, children, vulnerable adults, other)*
- The number of individuals who have reported a data breach to the ICO*

I'd like this information for each of the last five years, with March 31 as year-end. If this is not possible then please use the year-end used internally by the organisation."

We received your request on 5 April 2024.

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

Our response

For the first part of your request, please find the two **attached** CSV documents providing the breakdown requested.

This shows the numbers of personal data breach ("PDB") reports which have a particular category of data subject recorded on the PDB reporting form sent to us by an organisation.

To clarify, the figures are not the numbers of individuals affected, rather they are the numbers of PDB reports where that particular category has been recorded on the form.

Please note that some PDB reports will record multiple categories as being affected.

The spreadsheet titled "*IC-298662-Q0X3 Dataset_1*" shows a condensed version of the data by grouping together the reports which have recorded multiple categories on the form. So, the total figures under the row title "Multiple" in cells B2 to F2 are in fact a total number of PDB reports with multiple categories.

The spreadsheet titled "*IC-298662-Q0X3 Dataset_2*" shows the fuller version. This shows you the various combinations of categories which have been recorded in PDB reports over the five years.

The data in this response stretches from financial year 2019/20 to the end of financial year 2023/24 (April 2019 to April 2024), however we do not have full data for the past five years.

Our policy is to keep PDB cases for two years from closure. The exceptions are if case officers mark cases for retention or formal action is taken. As such, this data is not necessarily reflective of the entire amount of PDB reports that will have been received in the past five years.

For the second part of your request, I want to clarify that we receive PDB reports and then set up a case from that report against the organisation's ("data controller") account. We do not record a PDB case against the specific individual who reported the PDB on behalf of the data controller. So, although we keep a record of the basic details of the individual reporter, our cases are logged primarily against the data controller.

We have provided the number of data controllers who have PDB reports logged against their account in each of the past five years (bearing in mind the retention limitations mentioned above).

This is effectively the number of data controllers with one or more PDB cases against their account in the relevant financial year.

Please find the table below.

	2019/20	2020/21	2021/22	2022/23	2023/24
Number of data controller accounts which have reported a PDB to us	1349	1780	1286	6280	8445

If you were more interested in the total number of unique individuals who have corresponded with us about PDBs, please let us know and we can then consider that.

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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