

10 May 2024

Reference number: IC-297872-Q8B5

Request

On 2 April 2024, you sent us an email which stated: *"I Have been informed by...Dexter's Customer Service Unit that you have informed the that they do not have to supply internal emails, emails to third parties of any information in inboxes...with the exception of if it has a name or email address. Please would you supply me with a copy of the advice that you sent Dexters, as I cannot find this in any of the exemptions."*

On 8 April 2024, we sent you a clarification email as it was not clear what 'Dexter's' is. You responded to this clarification on 17 April 2024 to advise they are an estate agent. Due to this, 17 April 2024 is the date we received your request.

We have understood your request to be for a copy of the advice provided to Dexter's Estate Agents which would provide evidence of the situation described above.

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

Our response

Having searched our records, we can confirm that we do not hold information in the scope of your request.

It should be noted that organisations can contact us for advice via phone and the ICO does not record phone calls.

This concludes our response.

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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