

13 May 2024

IC-304377-MOL4

Request

You asked us:

"Under the Freedom of Information Act 2000, I would like to request the following information:

- *The number of complaints made to the ICO by individuals regarding a controller or company failing to comply with a subject access request (SAR)?*
- *The number of cases where the ICO has taken action against a controller or processor for failing to comply with data protection legislation?*

If possible, and within the scope of the permitted FOI time limit, please break this data down by month AND by company sector for the last five years."

We received your request on 2 May 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.

The ICO responded to the same request on 1 November 2023. We provided a copy of this information as far back as it is held (2020). A copy of this request and our response is available on our website here: [IC-266070-R1N9 | ICO](#)

Because the information from 2020 to November 2023 is already reasonably accessible to you, technically it is withheld under section 21 of the FOIA. Section

21 states that we don't need to provide you with a copy of information when you already have access to it.

Please find enclosed the information that you have requested from November 2023 to April 2024. The table includes a breakdown by month of data protection complaints that we have handled about subject access requests in each sector, further broken down by case outcome.

Cases with the outcome 'investigation pursued' are cases which have been referred to our investigations department for consideration of formal regulatory action.

More information can be found about instances where we have taken formal regulatory action for breaches of the GDPR on our website [here](#). Investigations leading to regulatory action may be triggered by a complaint, a self-reported data breach, or through other sources of intelligence.

Data sets providing details of all the complaints, data breaches and investigations we have handled since the start of 2021 can be found on our website [here](#).

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](#) 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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