

15 May 2024

## IC-303635-J5R0

### Request

You asked us:

- "- How many attempted complaints has the ICO received about booking.com over the last three years?  
- With a breakdown of these for each year?  
- How many complaints have been actually raised in relation to booking.com?  
- How many times has the ICO issued advise to booking.com in relation to data?"*

We received your request on 28 April 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.

Please see the table below showing the number of complaints that we have received about Booking.com each year.

<b>Submitted about</b>	<b>2022</b>	<b>2023</b>	<b>2024*</b>
Booking.com Limited	22	83	22
Booking.com Transport Limited	0	2	0

\*1 January 2024 – 1 May 2024.

We destroy casework inline with our [Retention and Disposal Policy](#). In most cases, this is two years after the case is closed. We may therefore have received further complaints in 2022 that are no longer held by the ICO.

Organisations can [contact the ICO for advice](#) in many different ways. When an organisation writes to the ICO to request advice this is recorded as a "case" on our case management system. We have conducted a search for advice cases submitted by Booking.com. We can confirm that we do not hold any advice cases for this company.

However, this does not mean that we have not provided any advice to them as it is possible that we may have provided verbal advice which has not been recorded. We regularly provide advice to organisations via our helpline, but as these calls are not recorded, we are unable to confirm if this is the case.

We may have also provided advice in response to a complaint that we have received from a member of the public, however this will be recorded as a complaint case and included within the figures provided above.

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,

# ico.

Information Commissioner's Office



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