

31 May 2024

Reference number: IC-308601-R4J7

Request

You asked us: "In February of this year I understand Coral identified an issue impacting a small number of Coral accounts and in rare circumstances, customers who were part of a promotion on the Coral Racing Club may have been "logged in" as a different customer. If this occurred, the customer would have been able to see information related to the different customer they were incorrectly logged in as...ie a data breach.

Please can you advise when the ICO were informed of the breach and on what date did Coral say they identified the issue and on what date did Coral say the issue had been resolved. I presume the ICO are the relevant regulator to who such a breach should be reported."

We received your request on 23 May 2024.

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

Our response

Firstly, we can advise that the ICO is correct regulator for [data breaches](#) to be reported to.

In response to your request, we have searched our records and we can confirm that we do not hold information in the scope of your request.

We would like to advise that not all [data breaches](#) have to be reported to us. The need to report to the ICO is a decision made by the data controller after they have conducted a [risk assessment](#) of the data breach.

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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