

4 June 2024

IC-309657-G6L5

Request

On 28 May 2024, you asked us:

Please provide ALL the Information Commissioner's Office incoming email addresses and correspondence addresses (and an explanation of their functions) so that complainants can write to the right address/es.

icocasework@ico.organisation.UK

1. From the ICO's advice...

"Whichever department of a public authority receives your information request, the organisation has a responsibility to recognise it as a formal request and respond to it appropriately".

My understanding is that a complainant now has to write to different addresses to chase up undelivered SARS and make complaints, rather than just this address: icocasework@ico.organisation.

2 At a glance - organisations

You normally have 20 working days to respond to a request.

Does the Information Commissioner's Office have a special exemption on the 20 days for SARS?

--- Is the return of SARS still 20 days -as it has been stated by a caseworker that a special NEW address has to be used to chase a late SAR up?

Please include this new address for SARS in answer to the above request so that that complainants can understand the Information Commissioner's Office functions ...and write to the appropriate address the first time.

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

Response

You asked us for all 'incoming email addresses and correspondence addresses' as well as 'an explanation of their functions'. We have understood this to be a request for all the email addresses we make available to the public for their correspondence with us (rather than a request for every email address used at the ICO, most of which are not used for correspondence with the public).

This information is already available to you, so is technically exempt in accordance with Section 21 of the FOIA. However, as there appears to be some confusion over how to contact us, and how we handle cases, some clarification has been provided below.

First of all, our public contact details can be found here:

<https://ico.org.uk/global/contact-us/>

This page includes different options linked to the different 'functions' that the ICO fulfils, therefore the page on which you find any given contact detail will indicate what function this serves.

Please note that the two addresses you mention in your request (icocasework@ico.organisation.UK and icocasework@ico.organisation) are not valid email addresses. Please do not use these addresses to contact us.

If you have raised a case with us (such as request or a complaint) then please respond directly to the case handler in the first instance, by using the contact details they have provided. If you are unsure about how best to contact us, please telephone our helpline (0303 123 1113), contact us via [live chat](#), or write to us, using the details provided in the above link (our postal address can also be found at the bottom of this letter).

In relation to subject access requests, it is worth clarifying that we have one calendar month to respond to subject access requests, not 20 days. We have 20 working days to respond to an FOI request. Details about how to make a request to the ICO, and how to contact the Information Access Team, can be found here:

<https://ico.org.uk/about-the-ico/our-information/request-information-from-us/>

Advice and assistance

Please note that to manage contact effectively we publish contact details on our website that are used for public correspondence. For some functions we direct customers to online forms. Email addresses that are not publicly listed, such as those for individual staff or teams, are not typically used for contact with the general public, and may be subject to exemptions if requested.

If you are unsure about which contact details to use for your particular query, complaint or any other matter, please contact our helpline or live chat for advice. As mentioned you can also write to us if these methods are not convenient.

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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For information about what we do with personal data see our [privacy notice](#)

