

26 June 2024

IC-311062-L6S4

Request

In summary, you asked us:

"I am writing to request information under the Freedom of Information Act regarding the procedures and guidance that the ICO follows when deciding on wider regulatory activity. This inquiry is in reference to a recent complaint I made about RhinoBet (operated by Playbook Gaming Limited) and their handling of my DSAR, which has not been responded to, and emails to them bounce back.

Specifically, I would like to understand:

The criteria and processes the ICO uses to determine when multiple complaints warrant wider regulatory action.

How complaints are reviewed and assessed for potential inclusion in regulatory activities.

Any internal guidance or documentation outlining these procedures."

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

Our response

All decisions about regulatory activity are made in line with our [Regulatory Action Policy](#).

This policy outlines how decisions regarding making enforcement decisions are made and is used to guide decisions made by the entire organisation.

Because this material is already reasonably accessible to you, it is technically withheld under section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

This concludes our response to our request. We hope this information is useful to you.

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 [here](#).

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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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