

11 July 2024

IC-318504-H5G2

## Request

On 8 July 2024 you requested the final emails on complaint cases IC-52028-J6G3 and IC-55475-W6K9.

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

## Response

We do not hold any emails that falls within scope of your request, nor have we retained the case records for either of these complaints. Please note that casework records are retained in line with our [retention policy](#), which for complaint cases is usually two years.

We publish some historic information about our casework [here](#). Within our [data protection complaints data sets](#) for [Q4 2020/21](#) you will see that we have published a summary of IC-55475-W6K9, including the outcomes which are no further action, no infringement and good practice advice provided.

We also publish [FOI complaints data sets](#) and [decision notices](#), but these do not include IC-52028-J6G3. As explained above, if complaints are older than two years, we are unlikely to retain any information about them.

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



Information Access Team  
Strategic Planning and Transformation  
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF  
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