

18 July 2024

IC-315963-X2J1

## Request

*Please provide the full names of all your caseworkers that's deal with central government departments complaints regarding freedom of information, environmental and data protection?*

*The job titles (all levels of caseworkers) and the department's they are assigned to?*

*The number of complaints with each department?*

We received your request on 27 June 2024.

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

## Our response

We hold information in scope of your request.

FOI and EIR complaints about Central Government departments are handled by the FOI Complaints department. The job titles are Case Officer, Lead Case Officer, and Senior Case Officer.

Data protection complaints about Central Government departments are handled by the Public Advice and Data Protection Complaints department. These are handled by Case Officers and Lead Case Officers.

The number of FOI complaints we have received can be found on our published [casework datasets](#). The number of data protection complaints we have received can also be found in the [published datasets](#). You can filter column L to 'Central Government'. Because this information is available to you already, it is withheld from this response under section 21 of the FOIA.

The full list of names of staff who handle complaints about Central Government is withheld under section 40(2) of the FOIA. This exempts information if it is

personal data belonging to an individual other than the requester and it satisfies one of the conditions listed in the legislation.

We find that the condition at section 40(3A)(a) applies in this instance: that disclosure would breach one of the data protection principles. The principles are outlined in the General Data Protection Regulation (GDPR) with the relevant principle on this occasion being the first principle as provided by Article 5(1): that personal data shall be processed lawfully, fairly and in a transparent manner.

We do not find it necessary or reasonable to disclose large lists of staff names into the public domain. We have therefore taken the decision that disclosing this information would be unlawful, triggering the exemption at section 40(2) of the FOIA.

### **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

