

18 July 2024

IC-316656-M6Z7

Request

You asked us for confirmation of whether a breach was reported on or around 6 June 2024 by Independent Assessment Services, t/a Atos IT Services UK Limited (acting on behalf of the DWP).

You also asked for information on any action we may have taken as a result of the breach, and for how many complaints we have received regarding the above organisation within the last two years and how many of these complaints have identified failures to comply with the legislation we regulate.

We received your request on 1 July 2024.

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

Our response

We can confirm that we hold some information in scope of your request.

Regarding the personal data breach you have asked about, we can confirm that this was reported to us on 17 May 2024. It was assessed under case reference IC-307546-Z8N1.

Regarding information on action we've taken, we can confirm that our investigation was closed on 30 May 2024 with the outcome that no formal regulatory action was deemed necessary.

We can also confirm that we have received four data protection complaints regarding Atos IT Services UK Limited over the last two years. Two of these had the outcome 'no further action.' The other two had the outcome 'informal action taken', as our assessment of the complaints indicated a potential infringement of

the legislation.

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 [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 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
ico.org.uk twitter.com/iconews
Please consider the environment before printing this email
**For information about what we do with personal
data see our [privacy notice](#)**