

31 July 2024

## Case Reference IC-319924-C5F7

### Request

*please could I kindly request your data sets for Data protection complaints and Personal data breach cases, both for the date range from 2014/2015 to 2019/2020 (inclusive)? If this is too much, please could I have what would be considered a reasonable amount e.g. 2018/2019-2019/2020? The data sets you have at the moment are from Q4 2020/21 to Q3 2023/2024.*

We received your request on 16 July 2024.

Your request has been handled under the Freedom of Information Act 2000 (the FOIA).

### Our response

We do not hold information in the scope of your request.

As you have noted, we proactively publish details of our completed casework on our website on the following link [Complaints and concerns data sets](#). These include data sets about [Personal data breach \(PDB\) cases](#) and [Data protection complaints cases](#).

The data sets currently on our website cover the period from January 2021 (Q4 2020/21) until the end of March 2024 (Q4 2023/24).

Our casework records are not retained indefinitely and information is deleted in line with our [Retention and Disposal Policy](#) so these figures represent the cases we still currently hold.

However, [The National Archives](#) has an 'internet memory' section within their own published records in which you can see a snapshot of the ICO's website at various stages dating back to 2013 to date. These snapshots are mostly still searchable, but will not have the full functionality of the original ICO web page. You may be able to find some of the information you are seeking by searching our published datasets on this website. However, please note that we started to publish our Personal Data Breach datasets in 2022. Furthermore, the publication of datasets was paused from late 2019 and throughout 2020 due, in part, to the pandemic and the ICO transitioning to a new casework

management system. This meant that accurate reporting of the datasets was not possible.

This concludes our response to your information 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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely