

1 August 2024

IC-317973-S7V5

Request

You asked us:

"How many overdue Data Protection Fees were 'written off' and not collected or pursued by the ICO in the latest financial year?"

What is the total value of these uncollected fees?

What was the average value of an uncollected fee in this period?

How long, on average, does the ICO spend pursuing and collecting an overdue Data Protection Fee?

For the latest financial year, what was the budget for the department within the ICO responsible for pursuing and collecting Data Protection Fees?

In the latest financial year, did the ICO employ any external contractors to pursue and collect overdue Data Protection Fees? If so, which companies were used and how much was spent on them by the ICO?"

We received your request on 8 July 2024.

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

Our response

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

Please see the answers to each of your questions below.

How many overdue Data Protection Fees were 'written off' and not collected or pursued by the ICO in the latest financial year?

None. Data protection fees are not written off, as organisations can choose to renew at any time after the expiry date, and payments are backdated to that expiry date. We send three renewal reminders to all registrations in order to pursue the renewal, but there is no legal obligation for organisations to inform us if it is no longer required. Therefore, no registrations were written off in the last financial year.

What is the total value of these uncollected fees?

Nil – see above.

What was the average value of an uncollected fee in this period?

Nil – see above.

How long, on average, does the ICO spend pursuing and collecting an overdue Data Protection Fee?

We do not hold any information in scope of this part of your request. Staff work flexibly across our Data Protection Fees service, which includes processing payments and keeping the register up to date through making changes to registrations. We do not hold a breakdown of how much time is spent on each task carried out.

For the latest financial year, what was the budget for the department within the ICO responsible for pursuing and collecting Data Protection Fees?

I can confirm that we hold information in scope of this part of your request. Please see below for a breakdown of the Business Services Department budget for the 2023/24 financial year:

Staff Costs	£4,949,631
Postage	£1,300,004
Professional Services	£50,000
Notification Printing	£250,000
Card Processing Charges	£350,000
Travel UK	£5,000
Total	£6,904,635

Please note that these figures are not exclusive to the Data Protection Fees team. This team is part of the Business Services Department, which also includes our Business Advice Services, Personal Data Breach Service, and SME Service Hub teams. The figures above are for the whole department. We do not hold a breakdown of the budget specific to the Data Protection Fees team.

In the latest financial year, did the ICO employ any external contractors to pursue and collect overdue Data Protection Fees? If so, which companies were used and how much was spent on them by the ICO?

I can confirm that we hold information in scope of this part of your request. We used a company called Forbes Collect, part of Forbes Solicitors LLP, to assist us in pursuing Penalty Notice payments that were overdue. Our total spend with them in the last financial year was £297.

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



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