

Date: 8 March 2024

IC-288011-JOW8

Request

You asked us:

"What is your policy in regards to retaining and deleting of messages using the WhatsApp platform?"

Do officers dealing with FOI and GDPR have access to those messages if so can you provide a copy of the policy?"

Can you give me a copy of the last review of this policy?"

You have clarified in subsequent correspondence that you are specifically referring to how the ICO uses WhatsApp.

We received your request on 13 February 2024. We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

Following an internal consultation with relevant departments, I can confirm that we do not hold information in scope of your request. We do not presently use WhatsApp for corporate purposes nor install it on corporate devices. As such, we do not have a policy on retention and deletion of messages on the WhatsApp platform and, as such, no 'last review'. As we do not presently use WhatsApp, there are no messages to access for FOI/GDPR purposes.

WhatsApp is not installed on corporate devices and the use of unauthorised apps is not allowed. For your interest, I have attached our storage policy which, while technically outside the scope of your request, details where the ICO stores its corporate information.

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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