

29 August 2024

IC-327289-J2T9

Request

On 23 August 2024 you requested information about data protection complaints against Amazon Data Services UK Ltd, Amazon Digital UK Limited and Amazon Web Services EMEA, which mention 'Rekognition'.

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

Response

Following reasonable searches we have been unable to locate any data protection complaints against these data controllers that mention 'Rekognition'. The term is not mentioned in any of our case records for these complaints.

Advice and assistance

We publish some information about data protection complaints [here](#), and these data sets can be searched by data controller name and sector.

We could consider requests refined in accordance with other criteria such as a date range, data controller name or particular outcomes. Examples of the criteria we can use to filter search results can be found in the data sets linked to above.

Please note that any request requiring us to manually search large numbers of records (for example for specific keywords) is likely to exceed the appropriate limit, and the accuracy of any such searches could not be guaranteed. Consideration can also be given as to whether the value to the public of any resulting information is proportionate to the effort to locate it, particularly given the issues regarding accuracy described.

Please also note that case records for individual complaint cases, if requested, may be subject to exemptions, for example due to the inclusion of third party data.

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



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