

11 September 2024

Reference number: IC-330397-V3L9

Request

You asked us: *"We are customers of Health Assured...who it has been alleged have allowed third parties to listen in on client calls...can you advise of tyhe ICO is taking any action in this regard?"*

We received your request on 4 September 2024.

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

Our response

Having conducted searches of our records, we can confirm that we are aware of the allegations and can confirm that enquiries have been made with the organisation.

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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