

12 September 2024

IC-329853-M9D7

Request

You asked us:

"1. The number of complaints made about Data Subject Access Requests (DSARs) broken down by year

2. A breakdown of the above by industry sector.

I would like this information broken down for each of the past five years with a year-end of June 30 2024. If this year-end is not possible, please use whichever year-end is used internally.

If it is not possible to provide data for the last five years, please provide data for the last four years. If it is not possible to provide data for the last four years, please provide data for the last three years. If it is not possible to provide data for the last three years, please provide data for the last two years. If it is not possible to provide data for the last two years, please provide data for the last year."

We received your request on 4 September 2024.

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

Our response

We confirm that we hold information in scope of your request.

Please see the table below showing the information that the ICO currently holds regarding the number of complaints that we received each financial year concerning subject access requests.

Sector	2022/23	2023/24	2024/25
Health	1148	1818	882
Finance, insurance and credit	891	1961	879
Local government	1025	1618	729
Justice	618	1134	559
General business	685	1248	543
Central Government	642	877	511
Online Technology and Telecoms	450	988	470
Education and childcare	549	849	452
Retail and manufacture	435	835	393
Land or property services	476	686	384
Transport and leisure	426	785	334
Legal	250	430	249
Utilities	395	603	169
Charitable and voluntary	165	296	135
Membership association	84	174	119
Social care	93	120	69
Regulators	98	151	58
Political	46	39	36
Marketing	39	47	25
Media	20	29	18
Religious	31	21	10
Total	8566	14709	7024

Due to our retention policy, we do not hold the information that you have requested for the previous 5 years, the data that we hold goes back to October 2022. For clarity, the information contained within the above table is for the following time frames:

- 01/10/2022 – 31/03/2023
- 01/04/2023 – 31/03/2024
- 01/04/2024 – 31/08/2024

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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