

23 May 2024

IC-306693-F5Y7

## Request

In summary, you asked us:

*"Your website:*

*https://eur03.safelinks.protection.outlook.com/?url=https%3A%2F%2Fico.org.uk%2Ffor-organisations%2Fuk-gdpr-guidance-and-resources%2Findividual-rights%2Findividual-rights%2Fright-of-access%2F%23%3A~%3Atext%3DAn%2520individual%2520can%2520make%2520a%2Crequest%2520to%2520a%2520specific%2520contact&data=05%7C02%7Cicoaccessinformation%40ico.org.uk%7C051f8f87ac3645b38e7e08dc74e3cb0d%7C501293238fab4000adc1c4cfefba21e6%7C0%7C0%7C638513768920062441%7CUnknown%7CTWFpbGZsb3d8eyJWlIjojMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ikl1haWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=KkDhxfF5RNBVBL41u8hzC%2BnzPQ4bTxPUc22NneZNWom%3D&reserved=0.*

*states:*

*"Individuals can make SARs verbally or in writing, including via social media."*

*Conversely, a Lead Case Officer at your organisation has told me:*

*"... using chat communication is often not the most appropriate or effective way to make a subject access request."*

*Please provide me all information that corroborates the above statement."*

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

## Our response

We have interpreted "all information that corroborates the above statement" as referring to the quote from the Lead Case Officer.

Based on this, we have searched our systems and can confirm that we hold information within the scope of your request.

On our website we provide guidance for individuals on [making a SAR](#). The guidance states:

“Although this might not be the most effective way to deliver the request, there is nothing to prevent an individual doing so.”

Because this material is already reasonably accessible to you, it is technically withheld under section 21 of the FOIA. This exempts information which is reasonably accessible to the applicant through means other than a request under the FOIA.

It is an absolute exemption, which means it is not necessary for us to consider any public interest test.

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 set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



Information Access Team  
Risk and Governance Department, Corporate Strategy and  
Planning Service

Information Commissioner's Office, Wycliffe House, Water  
Lane, Wilmslow, Cheshire SK9 5AF

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data see our [privacy notice](#)**