

14 October 2024

IC-334780-F4W9

Request

On 28 September 2024 you made the following request:

Please could I read the Information Commissioner's Office guidance to caseworkers on dealing with FOIA requests to the ICO, on public internet platforms -such as TwitterX/ Facebook

I would like to know if the Information Commissioner's Office now accepts only posting names – instead of communicating via DM's

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

Response

We have conducted reasonable searches for the information you have requested. These searches focused on guidance specifically relating to the handling of FOI requests made to the ICO via public platforms.

We hold information that falls within scope of your request. Some of this information is contained within the Information Access Manual, which is already available online here:

<https://ico.org.uk/media/about-the-ico/documents/4029098/information-access-manual-1-1.pdf>

Please see in particular the sections relating to What Do They Know and social media on pages 64 and 103. A separate disclosure bundle has also been disclosed as part of this response, and includes the guidance mentioned on page 103 of the above manual, along with relevant sections from other internal guidance used by the Information Access Team which relates to this topic.

Please note that the redacted information in the manual does not fall within scope of this request.

In relation to your second question, we can accept FOI requests made via public platforms and responses are issued via our disclosure log and, in the case of What Do They Know, via the public platform itself. As stated on page 21 of the manual mentioned above, a social media handle is usually sufficient for us to process an FOI request.

We cannot accept other types of requests, such as SARs, via public platforms and in these instances we would ask the requester to contact us directly. The same applies for Section 50 complaints.

If an Information Access Officer needs to provide detail about the requester's conduct to justify a vexatious response in accordance with the FOIA, this is done away from public platforms in direct communication with the requester so as to not publicly disclose any of their personal data. IA Officers can still state that the request is being refused under section 14 on the public platform in order to meet the requirements of the FOIA, but must advise the requester to provide a personal email address or other means of contact in order to establish the details behind the refusal.

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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