

23 October 2024

**Case reference: IC-334950-Z7C6**

We are now in a position to respond to your information request of 28 September.

**Request**

You asked the following:

*"I am looking to obtain information relating to a company previously registered with the ICO.*

*The company was called Get Cerebral or Cerebral LLC its DPO was Tim Hamer. It was a telehealth company providing mental health services. It had a registered address of Sheraton Street London*

*Can the ICO provide*

- 1. Was there an entity registered between 2022-2023 with the above information.*
- 2. In March 2023 - Was the commissioner notified of a data breach involving UK citizens and special category data.*
- 3. If the commissioner was notified what actions were taken including any investigation reports.*

*Cerebral as a company which originates in America has admitted to unlawful processing of patient data to the Federal Trade Commission in the US."*

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

**Our response**

We can confirm we hold some information within scope of your request. Please find below information in response to your questions.

1. We do not hold information within scope of your request.
2. We hold a data breach report from March 2023 for Cerebral Inc. (ICO case reference IC-221365-L4F8).

3. The data breach case IC-221365-L4F8 was closed with an outcome of 'Informal action taken' (decision), 'Breach recorded – regulatory action criteria not met' (decision detail 1), 'Advice given' (decision detail 2). The case can be found on our online [self-reported personal data breaches](#) datasets for quarter 4 2022/23.

This outcome was based on the information provided to us by the organisation. We do not hold any ICO investigation reports.

If we decide to take action against an organisation it will be published on our website [here](#).

You may find the following online links useful in your area of interest.

[Regulatory Action Policy](#)  
[ICO25 – Our regulatory approach](#)  
[UK GDPR data breach reporting \(DPA 2018\)](#)  
[Data protection fee](#)  
[Register of data protection fee payers](#)

This concludes our response to your request. We hope you found this information helpful.

### **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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