

4 November 2024

**Reference number: IC-337437-X4W6**

## **Request**

On 12 October 2024, you asked us: *"Following the recent ICO Audit of UK Telecoms companies (e.g. giffgaff, EE, O2 etc), I am looking for a list of Telco companies ranked by number of monthly (or annual) malicious or unauthorised SIM SWAP. Even if the actual numbers can not be shared, please rank by volume (most to least)."*

As there has been audits of multiple Telco companies completed within the past 12 months, it was unclear which audit you were referring to and therefore what timescale you were seeking the information for. Due to this, we contacted you for clarification about this on 17 October 2024.

You responded on 18 October 2024, stating: *"It was my belief that there was an annual Audit of Telco companies and that had just been completed for 2024. However, I am happy with whatever the latest data set is."*

It is our understanding that audits are completed for individual data controllers and there is not one large annual audit of all Telco companies. As such, we have considered the timescale for your request to be 1 July 2024 to 30 September 2024. These dates correspond with when we create our datasets, which is by financial quarter.

We received your request on 18 October 2024 as this is the date we received your clarification.

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

## **Our response**

Having conducted a reasonable search of our records, we can confirm that we do not hold information in the scope of your request. While we hold information

about malicious SIM swaps, we only hold this data in a 'raw' format i.e as the data controllers have sent it to us. As such, we do not hold explicit figures for the information requested nor have we ranked the Telco companies.

It should also be noted that public authorities are not required to create information to respond to information requests. This would include putting information held into a ranking system.

This concludes our response.

### **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

# ico.

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