

04 November 2024

ICO Case Reference IC-338117-J6V3

Request for information

Request received 15 October 2024:

"It is understood that the Information Commissioner's Office allocates data protection complaints received to case officers in chronological order.

As at :

(A) 15 October 2024; and

(B) the date of your response;

from the pool of unallocated complaints, please state the date of receipt of the complaint which has been waiting longest for allocation."

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information in scope of your request.

Regarding part A, on the date we received this request we searched our casework management system for complaints in our data protection complaints queues that were not assigned to a case officer. The oldest data protection complaint case awaiting allocation to a case officer on 15 October 2024 was submitted to the ICO on 9 April 2024.

Part B is not a valid FOI request. Under the FOIA we are only obligated to consider recorded information that exists at the time of the request. As part B of your request is for information that did not exist at the time you made the request, it is not a valid FOI request. However, for your convenience we can advise that at the time of this response the oldest unallocated data protection

complaint case held in our casework management system, as per the search parameters described above, was received by the ICO on 15 July 2024.

This concludes our response to your request.

Further information

In our response to your previous request, ICO case reference IC-330490-J8C1, we stated that "*the oldest unassigned Data Protection Act 2018 complaint case was received on 28 July 2024*". This is a later date than that given above. Please note that searches can be subjective. There are different sources, methods and parameters by which we can conduct searches of this type. In addition, the recording of information can be subject to discrepancies due to interpretation or human error.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review. You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you remain dissatisfied, you can [raise a complaint](#) to the ICO as regulator of the Freedom of Information Act. This complaint will be handled just like a complaint made to the ICO about any other public authority.

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

Information Access Team

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Telephone: 0303 123 1113. Website: ico.org.uk
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