

12 December 2024

Reference number: IC-346043-M2M5

Request

You asked us: *"I write to request information regarding:*

If you have received a data breach notice or notification from any of the following entities and, if so, the dates you received such notice(s), the types of data that was involved in the data breach(es), and the number of individuals impacted:

1. Ticketmaster LLC
2. Live Nation Entertainment, Inc.
3. Snowflake, Inc.
4. AT&T, Inc.
5. Santander UK plc
6. Santander Group
7. LendingTree, Inc."

We received your request on 22 November 2024.

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

Our response

We can confirm that we have undertaken a reasonable search of our records. Please find below our responses to your information requests.

1. We do not hold information in the scope of this part of your request. This is because we do not have a [data controller](#) (DC) within our case management system (CMS) called Ticket Master LLC. Due to this, we do not hold any cases for them, including data breach notifications.

Having searched online, it appears that Ticker Master LLC is the name of the organisation's operations in the United States. As such, it is unlikely that any breaches experienced by them would need to be reported to the

ICO as those affected would probably not be in the scope of the UK General Data Protection Regulations (GDPR).

We can advise that we have a DC in our CMS called Ticket Master UK Limited. If you wish for us to consider the disclosure of any information held in their cases, you will need to submit a new request about this.

2. We do not hold information in the scope of this part of your request. This is because we do not have a DC within our CMS called Live Nation Entertainment Inc. Due to this, we do not hold any cases for them, including data breach notifications.

Having searched online, it appears that Live Nation Entertainment Inc is the name of the organisation's operations in the United States. As such, it is unlikely that any breaches experienced by them would need to be reported to the ICO as those affected would probably not be in the scope of the UK GDPR.

We can advise that we have a DC in our CMS called Live Nation (Music) UK Limited, however, we do not hold any personal data breach notifications for them.

3. We do not hold information in the scope of this part of your request. This is because we do not have a DC within our CMS called Snowflake Inc. As such, we do not hold any cases for them, including data breach notifications.

4. We have understood AT&T to mean American Telephone and Telegraph.

We do not hold information in the scope of this part of your request. This is because we do not have a DC within our CMS called AT&T Inc, and, as such, we do not hold any cases for them, including personal breach notifications.

We can advise that we have two DC's in our CMS called AT&T Istel Pension Trustee Limited and Trustee(s) of the AT&T Pension Scheme. If you wish for us to consider the disclosure of information from any of their cases, you will need to submit a new request about this.

5. We hold information in the scope of this part of your request. Please find attached the data breach notifications we have received from Santander UK

PLC as well as the dates they were received. We have included our case reference number so the information has some context.

We have withheld the number of individuals impacted and the types of data involved. This information has been withheld under section 44 of the FOIA. Section 44(1)(a) states:

"(1) Information is exempt information if its disclosure (otherwise than under this Act) by the public authority holding it -

(a) is prohibited by or under any enactment"

The enactment in question is the Data Protection Act 2018. Section 132(1) of part 5 of that Act states that:

"A person who is or has been the Commissioner, or a member of the Commissioner's staff or an agent of the Commissioner, must not disclose information which—

(a) has been obtained by, or provided to, the Commissioner in the course of, or for the purposes of, the discharging of the Commissioner's functions,

(b) relates to an identified or identifiable individual or business, and

(c) is not available to the public from other sources at the time of the disclosure and has not previously been available to the public from other sources,

unless the disclosure is made with lawful authority."

Section 132(2) lists circumstances in which a disclosure can be made with lawful authority, however none of them apply here. As a result, the information is exempt from disclosure.

6. We do not hold information in the scope of this part of your request. This is because we do not have a DC within our CMS called Santander Group. Due to this, we do not hold any cases for them, including data breach notifications.

We can advise that we do have other DC's in our CMS which appear to be under the Santander 'umbrella'. These are called:

- Santander (UK) Group Pension Scheme Trustees Limited.
- Banco Santander, S.A.
- Santander Asset Management UK Limited.
- Santander Consumer (UK) PLC
- Santander UK Technology Limited.

If you wish to for us to consider the disclosure of information from any of their cases, you will need to submit a new request about this.

7. We do not hold information in the scope of this part of your request. This is because we do not have a DC within our CMS called LendingTree Inc. Due to this, we do not hold any cases for them, including data breach notifications.

Lastly, you may find it beneficial to know that the ICO discloses the data breach notifications we receive in our [datasets](#).

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.

Information Commissioner's Office



Information Access Team
Strategic Planning and Transformation
Information Commissioner's Office, Wycliffe House, Water
Lane, Wilmslow, Cheshire SK9 5AF

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