

9 January 2025

IC-350799-Q3R6

Request

On 12 December 2024 you asked us:

"If you have received a data breach notice or notification from any of the following entities at any time from January 2024 to the present 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 (UK) Limited
2. Live Nation (Music) UK Limited
3. Snowflake Computing U.K. Limited
4. AT&T Istel"

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

Response

We hold information in relation to point 1 of your request, but not for points 2-4. We can confirm that we hold information about one personal data breach involving Ticketmaster that falls within scope of your request. This was reported to the ICO on 13 June 2024.

Information we hold about the number of individuals and types of data affected is exempt from disclosure under Section 44 of the FOIA, because it was provided to the ICO in confidence in order to assist with our investigations.

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.

Advice and assistance

We publish information some about personal data breaches reported to us [here](#). We also publish information about [action we’ve taken](#), and summaries in our [annual reports](#). Not all personal data breaches need to be reported to the ICO. For more information see our guidance [here](#). Requests for information relating to specific personal data breaches may be subject to exemptions.

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



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