

Report a concern about accessing your personal information

Use this form to report a concern that you have been unable to resolve with an organisation. If we think the organisation has not complied with its obligations, we will use the information to give advice and ask it to solve the problem. We cannot award you compensation. Our main aim is to improve the information rights practices of organisations, where there is an opportunity for us to do so.

You should raise your concern with us within three months of your last meaningful contact with the organisation. We may not investigate older cases.

1. What do you think the ICO can do to help?

Please use this space to explain how you think the ICO can help you. We will respond, even if we think we cannot achieve what you want.

2. What is your concern?

For example, are you concerned that the organisation:

- did not respond to your request;
- refused your request;
- sent only some of the information you asked for; or
- took too long to send it.

Please send us copies of:

- your information request; and
- any acknowledgement or other response you have received from the organisation.

3. Details of the organisation your concern is about

Organisation:

Contact name:

Address:

Postcode:

Telephone:

Email:

4. Your details

Or, if you're filling this in on behalf of someone else, put their details here. Please indicate if there is a method of communication you would prefer us to use.

Title:

First name:

Last name:

Address:

Postcode:

Daytime telephone:

Email:

Who should we contact? (if different from above)

We will use the contact details above unless you would prefer us to deal with someone else. If you are filling in this form for somebody else, you will need to provide us with a signed authority from them to deal with you on their behalf.

Title:

First name:

Last name:

Address:

Postcode:

Telephone:

Email:

5. Declaration

- I understand that the ICO may need to share the information I have provided so they can look into my concern. I have indicated any documents or information that I don't want the ICO to share.
- I understand that the ICO will electronically store the information relating to my concern including the documents I have provided and keep the electronic records for two years, or for longer if it is appropriate. The ICO will destroy the original hard copies after six months.

I agree.

Date:

6. Sending your form to us

By email

1. Fill in this form and save it to your computer.
2. Open a new email, with 'Concern about accessing personal information' in the subject line.
3. If you have all your supporting documents electronically, attach them to your email.
4. Email the completed form to casework@ico.org.uk

By post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents to:

Customer Contact
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire SK9 5AF