

# Report a concern about how an organisation handled your 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:

- is not keeping your information secure;
- holds information about you that is inaccurate;
- has disclosed information about you;
- has kept information about you for longer than is necessary;
- has collected information for one reason and is now using it for something else; or
- has sent you someone else's personal information.

Please send us copies of relevant documents that support your concern. For example, if you are concerned that personal information is not accurate, please send us documents showing that information is inaccurate and correspondence that shows you raising your concern with the organisation, and any response.

## 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.*

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 an organisation's handling of 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 [icocasework@ico.org.uk](mailto:icocasework@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