

7 March 2025

## **IC-367810-N0B0**

### **Request**

You asked us if we have received a data breach report from Arriva Milton Keynes that occurred in, or around, November 2024.

We received your request on 5 March 2025.

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

### **Our response**

I have searched our case management system for a report submitted by Arriva Milton Keynes and can confirm that we don't hold a data breach report that matches your description.

Please note that not every personal data breach is reportable, there is a possibility that Arriva determined that the breach did not meet the threshold for reporting to the ICO. For further information about reportable data breaches, please see our website: [Personal data breaches: a guide | ICO](#)

It is also possible that Arriva contacted our helpline for advice and assistance in relation to the breach, however as the ICO do not record these calls we are unable to confirm if this is the case.

If you or another individual have been affected by a data breach and wish to raise a complaint with us about it, you can do so via our website here: [Make a complaint | ICO](#)

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  
[ico.org.uk](http://ico.org.uk) [twitter.com/iconews](https://twitter.com/iconews)  
Please consider the environment before printing this email  
**For information about what we do with personal data  
see our [privacy notice](#)**