

25 February 2025

**IC-363888-L2F4**

**Request**

You asked us:

*"Please provide the following details regarding ICO investigations into Surrey Police from January 1, 2020, to the present:*

*1. The total number of complaints received by the ICO regarding Surrey Police's handling of:*

- Subject Access Requests (SARs)*
- Data retention issues*
- Evidence tampering or metadata alteration*
- Breach of GDPR/Data Protection Act 2018*
- Failure to provide data under FOIA or DPA requests*

*2. The outcomes of these complaints, including:*

- How many resulted in ICO enforcement action.*
- Whether any formal reprimands, fines, or corrective orders were issued.*
- Any general trends of non-compliance identified by the ICO.*

*3. Copies of any internal ICO reports, audits, or correspondence related to these issues."*

We received your request on 15 February 2025.

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

**Our response**

We confirm that we hold information in scope of your request.

The ICO retains casework inline with our [retention policy](#). In most cases, complaints are automatically deleted after 2 years of inactivity on the case. We therefore do not hold the information that you have requested going back to 2020.

Please see the table below showing the total number of data protection complaints that the ICO received about Surrey Police between February 2023 and February 2025 and the outcomes.

Primary complaint reason	2023	2024	2025
Art 15 - Right of access	1	1	
Art 15(3)(1) - Provide a copy of the personal data	2	1	
Art 16 - Right to rectification	2		
Art 17(1) - Right to erasure		1	
Art 32 - Security of processing		1	
Art 5(1)(a) - Lawfulness, fairness and transparency principle		1	
Art 5(1)(f) - Integrity and confidentiality principle	1		
Prt 3 - Ch 2 - S35 - Fair and lawful processing principle		2	
Prt 3 - Ch 2 - S39 - Storage limitation principle	1		
Prt 3 - Ch 2 - S40 - Security Principle		3	
Prt 3 - Ch3 - S45 - Right of Access	7	9	
Prt 3 - Ch3 - S46 - Right to Rectification		1	
Prt 3 - Ch3 - S47 - Right to erasure or restriction	2	1	
Prt 3 - S35(1) - Fair and lawful processing	1	1	
Prt 3 - S38(1)(a) - Accurate & kept up to date	1		
Prt 3 - S45(1)(b) - Access to PD	2	8	
Prt 3 - S45(3) - Provided in writing		1	
Prt 3 - S45(3)(b) - Within one month	2		
Prt 3 - S45(5)(a) - DS rights restricted		1	
Prt 3 - S47(4) - DS can request erasure or restriction		1	
Prt 4 - Ch3 - S94 - Right of access	1	1	
Unassigned		7	5
<b>Total</b>	<b>23</b>	<b>41</b>	<b>5</b>

<b>Outcome</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
No further action – no infringement	9	14	
No further action – insufficient information to proceed	9	14	
Informal action taken - potential infringement - more work for organisation - contacted to raise awareness of individual complaint	3		
Informal action taken - potential infringement - more work for organisation - unsatisfactory response to individual complaint	1	2	
Informal action taken - potential infringement - DP complaint resolved by organisation		1	
Informal action taken – infringement - DP complaint resolved by organisation	1	1	
Informal action taken – infringement - more work for organisation - contacted to raise awareness of individual complaint		2	
Unassigned		7	5
<b>Total</b>	<b>23</b>	<b>41</b>	<b>5</b>

Please see the table below showing the total number of freedom of information complaints that the ICO received about Surrey Police between February 2023 and February 2025 and the outcomes.

<b>Primary complaint reason</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
S1 - General Right of Access		1	
S10 - Time for compliance	7	10	2
S14(1) - Vexatious			
S17 - Refusal of request		1	
S30 - Investigations	1		
S31 - Law enforcement	1	1	
S38 - Health and safety		1	
S50 - Application for decision by Commissioner	2	2	2
S50(2)(a) - Complaints procedure not exhausted	1	1	
S50(2)(b) - Undue Delay		1	
<b>Total</b>	<b>12</b>	<b>18</b>	<b>4</b>

Outcome	2023	2024	2025
No further action	2	4	2
No further action - insufficient information to proceed	1		
No further action – undue delay		1	
No further action – abandoned		2	
No further action – informally resolved – withdrawn	1	1	
Informal action taken		1	
Informal action taken – informally resolved – withdrawn	4	2	
Informal action taken - informally resolved – disclosure	1	1	
Regulatory action taken – decision notice served - upheld	2	5	
Regulatory action taken – decision notice served – not upheld	1	1	
Unassigned			2
<b>Total</b>	<b>12</b>	<b>18</b>	<b>4</b>

One reprimand was issued between the dates that you have specified. This can be found on our website here: [Surrey Police | ICO](#)

The ICO has not conducted an audit into Surrey Police between the years specified, there is therefore no correspondence to provide to you regarding this.

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  
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