

Information Access Templates – Hybrid & Other

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UK GDPR & FOI Art15 & s1(1) Hybrid Response – Basic Template

[Date]

[Reference number]

Request

You asked us:

Request wording

We received your request on [date of receipt].

Some of the information you've asked for is your personal data and some of it is not. This means that we've handled your request under both of the following:

- your right to make a subject access request (SAR) for your personal data, under the UK General Data Protection Regulation (UK GDPR); and
- your right to make a Freedom of Information (FOI) request for records we hold as a public authority, under the Freedom of Information Act (FOIA).

Our response

[Complaint case response]

We have searched our records based on the information you provided. We can confirm that we hold information in scope of your request.

Information relating to your complaint is stored in our casework management system under reference number [reference].

Please find attached all the information that falls within the scope of your request.

[If you are withholding some/all of the requested information use the following instead:]

Please find attached copies of the information you have requested. Some information has been **[withheld / redacted]** from our disclosure. Please see the sections below for an explanation of this.

[At this point you need to include the relevant data protection and freedom of information exemptions from the appropriate templates.]

Next steps

Please let us know if you have any questions about the way we've handled your request. If we have answered your initial follow-up questions and you still have concerns, you can take the next steps below depending on the relevant legislation.

If you think that we haven't supplied personal data when we should have done, or you have other concerns about the way we've handled the personal data aspect of your request, you can make a formal complaint to the ICO as regulator for data protection.

This complaint will be handled just like a complaint made to the ICO about any other data controller. You can [raise a data protection complaint](#) through our website.

You also have the right to apply to a court if you believe that there has been a contravention of your rights under data protection legislation.

When we respond to FOI requests, you can also ask us to perform an internal review of our response. Please note that a formal internal review will only review our handling of the FOI aspects of your request.

Please let us know in writing if you want us to carry out this kind of 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 Freedom of Information 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

UK GDPR & FOI – Acknowledgement of Request

Case Reference: [Case reference]

Dear [Name]

Thank you for your recent request for information. We received your request on **[date of receipt]**. Your request will be allocated to an Information Access Officer who will contact you under the above reference number in due course.

In summary, your request is:

[Request wording]

Under statutory timeframes our response to your request is due by **[due date]**. If you have any queries about this information request you may email us, quoting our reference number in the subject line.

Please note that Information Access Officers are only able to address information requests to the ICO; they are unable to assist with complaints to the ICO, or to provide general advice about the legislation we oversee, as this work is done by other ICO departments.

Our [privacy notice](#) explains what we do with the personal data you provide to us when you make an information request.

Yours sincerely

Information Access Team
Information Commissioner's Office
Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, Cheshire SK9 5AF
T. 0303 123 1113 ico.org.uk twitter.com/iconews
Please consider the environment before printing this email.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice.

UK GDPR or FOI Art 15 or s1(1) Response - Request Process Exhausted

Case Reference: [Case reference]

Dear [Name]

Information Request Process Closed

Thank you for your email of **[date]**. We are sorry you remain dissatisfied with the service provided to you under this case reference number.

As a **[public authority/data controller]**, we are required to provide responses to information requests **[and internally review our responses when requested]**.

We have provided what we consider to be a compliant **response [and this has been upheld at internal review (FOIA) / and your complaint about the service you were provided has not been upheld]**.

We have considered your latest email and have nothing to add to our previous responses. We now consider the matter closed. As this case is now closed, any further correspondence sent to it may not receive a response.

- Issues relating to any complaints you have raised with the ICO as regulator should be directed to those cases and addressed to your case officer.
- Repeat requests, including requests that are substantially similar to those we have already responded to are likely to be refused in line with the relevant legislation.
- The Information Access team would be happy to answer any questions the PHSO (service complaints) or the ICO as regulator (information rights compliance) may wish to raise directly with us should you wish to raise a complaint to either as appropriate.

You can make a complaint to the regulator or the PHSO by following the advice we provided to you on **[date]** or via the details on our [Service Standards](#) website page.

Please note: Unreasonably persistent or unacceptable behaviour, as

defined in our [unreasonably persistent and unacceptable behaviour policy](#), will be dealt with in line with that policy or our [managing customer contact policy](#).

Yours sincerely

[Name]
[Role]

Information Commissioner's Office

ico.org.uk twitter.com/iconews

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UK GDPR & FOI – Hybrid template for clarifying requests

Case Reference: [Case reference]

Dear [Name]

Thank you for your recent request for information. We received your request on **[date received]**.

We have started to consider your request. Before we can progress your request, we would like to ask you for some clarification about the information you are trying to access. Without this clarification we are not able to respond to your request.

You have asked for: **[request that needs clarification]**

[NOTE: You should provide some rationale as to why you do not consider the request is clear. Remember to provide advice and assistance to help the requester. This might include suggesting information we do hold in the area the requester is looking to explore or information that might already be published and where this is available.]

If you would like us to progress your request please respond providing the above clarification as soon as possible. Once we understand what information you are trying to access we will respond to you within **[provide timescale]**.

If we do not receive your clarification within 28 calendar days then we will consider your request to be withdrawn and you will not receive a response. If you would like to withdraw your request there is no need to respond to this.

If you would like to discuss your request please contact me using the case reference number above.

Thank you for your interest in the work of the Information Commissioner's Office.

UK GDPR & FOI – Hybrid template for external consultation

[Please consider whether it is possible to consult by phone because it mitigates the risk of sending emailed/written correspondence]

Date: [Date]

Case Reference: [Case reference]

Dear [Name]

Information request to the ICO

The Information Commissioner's Office (ICO) has received a request for information from **[Name]** which is being dealt with by the ICO's Information Access Team.

[Optional:

[For clarity, the Information Access Team does not handle or review complaints casework. We are contacting you under this case reference only to consult with you about an information request made to the ICO, rather than to pursue a complaint further.]

[Name] has asked that we provide them with copies of **[Information In Scope]**.

We are therefore handling their request under the right of subject access in data protection legislation and the Freedom of Information Act 2000 (FOIA), depending on whether the information sought by the requester is personal data or not.

We can also consider providing the requester with information which is not their personal data on a discretionary basis, given their association with this matter.

As you are probably aware, data protection legislation and the FOIA provide individuals with the right of access to information held by a public authority. Although we are exempt from disclosing certain types of information, it is in the public interest that we are open, transparent and accountable for the work that we do.

Scanned copies of the information within the scope of the request are attached for your convenience. They include **[Information In Scope]**.

We would therefore be grateful for your assistance in dealing with this request. Having considered the information attached please confirm:

- 1) If you have any objections to any of the information being disclosed to the requester. If you have objections, please indicate clearly the information you would wish to be withheld, and why, so that your views can be taken into account.
- 2) If you have any concerns about your own information and that of your colleagues, such as names and contact details, being disclosed.

If you have no concerns, please make this clear in your response.

Due to the statutory deadlines for complying with this information request please reply by the end of the day on **[DATE]**. If there are any difficulties meeting this deadline do let us know.

I hope the purpose of this email is clear, but do contact me directly if you wish to discuss any aspect of this request.

In the meantime, it would be helpful if you could acknowledge receipt of this email.

I look forward to hearing from you shortly.

Yours sincerely

[Name]
[Role]

Information Commissioner's Office

ico.org.uk twitter.com/iconews

Please consider the environment before printing this email

For information about what we do with personal data see our [privacy notice](#)

You should be aware that the Information Commissioner's Office often receives requests for copies of the letters we send and receive when dealing with complaints and information requests. Please indicate whether any of the information you provide in connection with this matter is confidential, or for any other reason should not be disclosed to anyone who requests it. You should provide a good reason why this information should not be disclosed to anyone else and explain this clearly and fully.

UK GDPR & FOI – Cover Letter to Prison Governor – England & Wales

**[Governor
Establishment address]**

Date: [Date]

ICO reference [case reference]

Dear Governor,

I enclose a letter from the Information Commissioner's Office, which is being sent under the 'Confidential Access' procedure.

I would be grateful if you could arrange for the enclosed correspondence to be delivered to the named recipient unopened.

If you have any queries, please contact me as below, or by emailing icocasework@ico.org.uk quoting the above reference in the subject line.

Yours sincerely,

**[Your name and position]
[Your direct dial]**

Information Access Team
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UK GDPR or FOI – Cover Letter to Prison Governor – Scotland

**[Governor
Establishment address]**

Date: [Date]

ICO reference [case reference]

Dear Governor,

In accordance with the Correspondence Direction to the Prisons and Young Offenders Institutions (Scotland) Rules 2011, I would be grateful if you could arrange for the enclosed correspondence to be delivered to the named recipient unopened.

If you have any queries, please contact me as below or by emailing icocasework@ico.org.uk quoting the above reference in the subject line.

Yours sincerely,

**[Your name and position]
[Your direct dial]**

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