

1 May 2025

IC-382686-N6Z5

Request

"Can you please provide information relating to Nemo Personal Finance Limited (Z8873019)?

1. The number of data protection complaints received
2. The outcomes of those complaints
3. The number of reprimands
4. The number of enforcement actions taken
5. Copies of any reprimands and enforcement action as referred to at point 4 and 5
6. Any advice given by the ICO to the data controller in relation to points 1 and 2

Can this data please be provided for the period 2018 to date?"

We received your request on 30 April 2025.

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

Our response

We have carried out searches of our systems. We can confirm that we do not hold information in scope of your request.

Please note that we delete information in line with our [retention policy](#). Data protection complaints are only held for two years, for example. This means that it is not possible to provide data from 2018.

You can find information about our complaint casework and enforcement action on our [website](#).

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



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