

18 March 2025

IC-368523-N7W8

Request

You asked us:

"Please can you provide the number of cases on your system that are no longer retained

*Where you advise of a 2 year retention of data and suggest to people
' make a new complaint '*

In 2025

In 2024

In 2023

And

*Please can you provide the number of cases on your system that are retained
because of someone complaining*

Quote

*What happens when someone complains? Yes, section 77 states that it is a
criminal offence to alter, block, destroy or conceal information. Depending on the
nature of the incident, an authority*

End quote

In 2025

In 2024

In 2023

*Please can you provide appointment letter of most senior member of staff at
Wycliffe House
Water Lane
Winslow
Cheshire*

And

*Please can you provide appointment letter of most senior member of staff second
in command"*

We received your request on 9 March 2025.

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

Our response

Conducting the searches necessary to confirm if we hold the information that you have asked for would exceed the cost limit set out by section 12 of the Freedom of Information Act 2000 (FOIA). The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 states that the 'appropriate limit' for the ICO is £450. We have determined that £450 would equate to 18 hours work.

You have asked for the number of times that the ICO has advised a complainant to submit a new complaint because their initial case has been deleted in line with the ICOs 2-year retention schedule.

The ICO does not categorise complaints by "case previously deleted due to retention period", or similar. To conduct searches for the information that you have requested, we would therefore need to manually review each piece of correspondence that we have sent to complainants to determine whether we have advised them to submit a new complaint.

We receive a large number of complaints each financial year. For example, in 2023/24 alone we received 39,721 data protection complaints and 8,080

freedom of information complaints. Searching each piece of correspondence in relation to these complaints would take a considerable amount of time. Even if each case held one email, and in most cases, there is considerably more, this would require a significant number of resources to search. Whilst we have not done a dip-sampling exercise, I am satisfied based on the number of cases that would require searching that handling the request you have submitted would take longer than 18 hours and therefore exceed the cost limit.

Advice and assistance

We would not be able to suggest a way that you can revise your request to get general statistics about the number of times that we have advised a complainant to submit a new complaint because their initial case has been deleted. In order to do so without breaching the section 12 costs limit we would have to limit the search period to such a short time span that we may not find any relevant cases, and any data that we did collect would not give a meaningful representation of the numbers of times that we have advised this over time. Additionally, manual searches may not always provide accurate results.

Because part of your request breaches the costs limit in section 12, this means that your entire request is refused under section 12. However, we can advise by way of advice and assistance that as of 14 March 2025, the total number of cases with the status "preserved", is 1,839 cases. This means that the case will be retained longer than its automatic retention period. Not all these cases will have been preserved due to the individual complaining. For example, a case may be retained due to an ongoing public enquiry, it being required for legal proceedings or it may be preserved in response to an information request made under the Data Protection Act 2018 (this is not an exhaustive list).

Our retention policy can be found here: [Retention and Disposal Policy](#)

In relation to your final question, you can find information about the ICO management board here: [Management board | ICO](#). John Edwards is the Information Commissioner; Paul Arnold is the Deputy Chief Executive and Chief Operating Officer.

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,



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