

20 February 2025

Reference number: IC-360328-S0H9

Request

You asked us: *"Let me know how many other issues you are aware of with Rise & Fall"*

We received your request on 23 January 2025.

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

Our response

Having completed a reasonable search of our records, we can confirm that we hold information in the scope of your request.

We can confirm that we do not hold any data protections complaints about Rise & Fall, apart from the one you have submitted.

We can confirm that we hold 2,341 complaints about spam text messages. These have been received via the 7726 reporting service.

If you would like more information about the 7726 service, this can be found by completing an internet search.

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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