

24 April 2025

**IC-379095-W9N3**

## **Request**

You asked us:

*"In respect of each data protection complaint received by the ICO during the month of June 2024 relating to American Express Services Europe Limited, please confirm the date on which it was received and the date on which the ICO first provided a response from a case handler."*

We received your request on 16 April 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. In June 2024 we received one complaint about American Express, the complaint was received on 17 June 2024 and the first email correspondence from the case handler was sent on 20 September 2024.

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  
Information Commissioner's Office, Wycliffe House, Water  
Lane, Wilmslow, Cheshire SK9 5AF  
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