

16 April 2025

IC-377870-M2N1

Request

"Under the terms of the Freedom of Information Act, please could you let me know:

- (a) How many complaints you received from 2023 to 2024 about the way that bodies handle personal data.
- (b) How many of these complaints were upheld.
- (c) How many complaints you received from 2024 to 2025 about the way that bodies handle personal data.
- (d) How many of these complaints were upheld."

We received your request on 14 April 2025.

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

Our response

We hold information in scope of your request.

Please note that we do not classify complaints as 'upheld' and 'not upheld'. For the purposes of your request we consider upheld complaints to be cases closed with an outcome of 'informal action taken'.

Information held in relation to parts (a) and (b) of your request can be found in our latest [annual report](#).

As this information is available to you, it is withheld under section 21 of the FOIA. Section 21 states that we don't need to provide you with a copy of information when you already have access to it.

Information held in relation to parts (c) and (d) will be published in our forthcoming annual report.

This means that it is exempt from disclosure under section 22 of the FOIA.

This is not an absolute exemption, which means we must consider the public interest in withholding the information.

The factors in favour of disclosing the information are:

- Transparency about the work we do in relation to data protection complaints.

The factors in withholding the information are:

- We regularly publish this information in our annual report.
- Earlier disclosure is not necessary to satisfy any pressing public interest at the present time.
- To prepare this information for disclosure earlier than our intended date of publication in response to individual requests we receive would not be an efficient use of resources when we intend to publish this information in due course anyway.
- Information held up to the beginning of 2025 can be found within individual [casework datasets](#) we publish.

Taking into account the above factors we are satisfied that it is appropriate to withhold the information.

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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