

12 May 2025

ICO Case Reference IC-380527-N0X2

Request for information

Request received 23 April 2025:

"as a Freedom of Information request, please send to me the procedure or guidance manuals or similar framework materials that guide case officers in terms of how to treat subject access requests. It is in the public interest to understand the detail of how case officers are expected to or allowed to treat cases."

This was clarified on 25 April 2025 as a request for:

"a manual or framework for ICO staff responding to subject access requests (SARs)"

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). This legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

Our response

We do hold information in scope of your request. The ICO [Information Access Manual](#) can be found in the [request information from us](#) area of our website.

As the information requested is already accessible to you, technically it is withheld from disclosure under section 21 of the FOIA. Section 21 states that we do not need to provide you with a copy of information when you already have access to it. However, we are providing the links above for your convenience.

Further information

Considering the wording of the request, we feel we should clarify that Case Officers in the Data Protection Complaints teams do not respond to SARs, although they do handle complaints about SARs. The ICO Information Access Manual was produced by and for the ICO Information Access Team who are responsible for responding to information requests made to the ICO.

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing within 40 working days if you want us to carry out a review.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you remain dissatisfied, you can [raise a complaint](#) to the ICO as regulator of the Freedom of Information Act. This complaint will be handled just like a complaint made to the ICO about any other public authority.

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

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

Telephone: 0303 123 1113. Website: ico.org.uk

For information about what we do with personal data, please see our [privacy notice](#)