

From: [Redacted]  
To: icocasework@ico.org.uk;  
CC:  
Subject: Website contact us form  
Direction: Incoming  
Date Received: 08/02/2024 08:22

External: This email originated outside the ICO.

We've received the following details from the 'Contact us by email' form on the ICO website.

Interview Date: 08/02/2024 08:22:36

Field	Value
What's your question?	I work for a large retailer and we've received a request for CCTV from a Solicitor representing an Insured driver who was involved in an accident. They've asked for a copy of the footage as theyve said it might be needed for a Court case. My understanding is we're under no obligation to provide / retain a copy. We've advised that any data subject who might be identifiable can request access but they appear to believe we're under an obligation to provide a copy. They have said they'll get a Court order for the information, but we dont feel it's appropriate to retain a copy just in case a Court grants an order - not when the data subject doesnt appear to want to assert their rights. Are we doing anything wrong by deleting the footage in accordance with our usual 1 month retention period?
Are you contacting us about an existing case (and have a case reference number)?	No
Text field	-
If you'd like us to get back to you, please let us know.	Yes
Text field	-
Name	[Redacted]
Phone	-
Email	[Redacted]

From: icocasework@ico.org.uk  
To: [REDACTED]  
CC:  
Subject: Your email to the ICO - Case Reference IC-287619-W4G3  
Direction: Outgoing  
Date Sent: 13/02/2024 15:46

13 February 2024

Our reference: IC-287619-W4G3

Dear [REDACTED]

Thank you for your email of 8 February 2024.

You are not wrong to delete this information in line with your standard retention period, so long as you still consider it [not necessary](#) to keep that data for longer than one month. For example you may decide to keep that recording a bit longer, for the defence of a future legal claim that may arise.

Ultimately it is up to you to decide on whether to share that data with another controller, the only thing that would force you to [share](#) that data would be a court order. If an individual has exercised their right to access this data, then of course you would aim to comply and provide their personal data within one month of receiving the request.

I suggest that you should check to make sure this solicitor was not contacting you on [behalf](#) of an individual, as organisations can do that and would need to provide written authority of this. Once you are sure they are acting on behalf of an individual, you would then respond as if it was an individual exercising their right of access.

I hope this information is helpful to you. If you would like to discuss this further, please contact me on my direct number 0330 414 5987. If you need advice on a new issue you can [contact us](#) via our Helpline on 0303 123 1113 or through our live chat service. In addition, more information about the Information Commissioner's Office and the legislation we oversee is available on our website at [www.ico.org.uk](http://www.ico.org.uk).

Did you know, most companies need to pay a [data protection fee](#)? Don't fall short of data protection compliance – our [online fee checker](#) will help you figure out if you need to pay, or if you're exempt.

Yours sincerely

Zachary Henshaw  
Case Officer  
Information Commissioner's Office

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