

27 May 2025

IC-385396-G2F4

Request

You asked us:

I request copies of the following documents: The ICO's internal policies, procedures, or staff guidance documents for handling Subject Access Requests, complaints, and reviews Any relevant documentation or best practice protocols used by case officers to manage correspondence, logging, and case allocation in data protection cases.

We received your request on 8 May 2025.

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

Our response

You can access the information you have requested here:

Information relating to how we handle subject access requests can be found in our manual which is available on our website here: [information-access-manual-1-1.pdf](#)

For information relating to internal policies/procedures for handling complaint cases, you can find these on our disclosure log here - [IC-236327-C7Q7 | ICO](#)

You can also find further internal policies in scope of your request on our website here: [Policies and procedures | ICO](#)

Because the information is already reasonably accessible to you, technically 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.

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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