

26 July 2022

ICO Case Reference IC-182365-P2V7

Request for information

*"Can you please furnish me with statistics and any other data held regarding complaints raised with ICO about Nominet UK (company 03203859) such as but not limited to; the number of complaints as yet unhandled, number of complaints by month, statuses and outcomes of those complaints. Where possible these would ideally be provided in digital format to minimise cost and environmental impact.
Please extend the request backwards on a monthly basis for so long as records exists or otherwise as far back as the Regulation 3 reasonable limit for fees."*

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

Our response

We can confirm that we do hold information in scope of your request. Please find attached a dataset of our casework regarding Nominet UK.

Our searches focussed on all complaints held, up to the date of your request, where Nominet UK is the 'Submitted About' account. Our searches covered our existing and previous casework management systems. The only data found is from our current system, ICE360.

Please note that in line with our retention policy and the relevant legislation, we do not retain information about cases indefinitely. Therefore, records for cases concluded more than two years ago will not be complete.

This concludes our response to your request.

FOI review procedure

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail

icoaccessinformation@ico.org.uk.

Your request for internal review should be submitted to us within 40 working days of your receipt of this response. Any such request received after this time will be considered only at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our FOI Complaints and Compliance team at the address given, or visit our website at [Official information concern | ICO](#).

Your information

Our [Privacy Notice](#) explains what we do with the personal data you provide to us and what your rights are. This notice includes entries regarding the specific purpose and legal basis for the ICO processing information that people such as [information requesters](#) have provided to us.

The length of time we keep information is laid out in our [retention and disposal policy](#).

Yours sincerely

Information Access Team
Risk and Governance Department

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