

Reference: 01778286

Information Requests
information.requests@ofcom.org.uk

16 February 2024

Freedom of Information request: Right to know request

Thank you for your request for information about Subject Access requests ('SARs') made to Ofcom.

We received this request on 12 February 2024 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request and our response

"QUESTION 1:

Please advise how many Data Subject Access Requests (hereafter referred to as SARs) you received and responded to in 2021, 2022 and 2023 relating to employees (past or present) and other requests (e.g. customers, general public, service users etc)."

	Number of SARs requests in 2021	Number of SARs requests in 2022	Number of SARs requests in 2023
Employees (past and present)	0	1	1
Other (e.g. customers, general public, service users)	29	58	61

"The next few questions relate to the SARs process which includes collating (pulling the data together from across your organisation/department), redacting the data, pulling the information/ data together into a response and checking the information before issuing it to the requestor.

QUESTION 2:

When responding to SARs do you manage the process in-house, or do you outsource the whole or part of the process? And if conducted in house please specify the name of the team/function that is responsible for this part of the process (eg Data Privacy, HR, etc).

If for example you outsource one type of SAR (e.g. employee) but complete others (e.g. citizen/customer) inhouse, please provide details."

We manage SAR requests in house in the Information Requests Team who manage both SARs and Freedom of Information requests. All processes are handled in this team and information is gathered from the wider organisation.

QUESTION 3:

Approximately how many working hours does it take to pull together a typical SARs response, this includes the time taken to collate and redact the information, and putting the information together for issuing?

QUESTION 4:

What is the estimated percentage of handwritten documentation within a typical SAR response?"

In response to questions 3 and 4, we do not hold this information. SAR requests are processed in the same team that handle FOI requests and we do not record the specific breakdown you have asked for or data about the percentage of handwritten documentation.

I hope this information is helpful. If you have any further queries, then please send them to information.requests@ofcom.org.uk – quoting the reference number above in any future communications.

Yours sincerely,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress.

Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).