

Report a concern about accessing your personal information

1. Details of the organisation your concern is about

Organisation:

Contact name:

Address:

Postcode:

Telephone:

Email:

2. Your relationship with the organisation

Eg, client, patient, customer etc.

3. What is your concern?

Select the option that best describes your concern.

The organisation did not respond to my request

The organisation refused my request

The organisation sent only some of the information I asked for

The organisation took too long to send it

Something else. Please give details.

Please send us copies of:

- your information request; and
- any acknowledgement or other response you have received from the organisation.

4. What have you done to raise your concern with the organisation?

Please send copies of any documents you have showing how you raised your concern with the organisation.

5. What did the organisation say?

Please send copies of any documents you have showing the organisation's response to your concern.

6. Reference number

Please tell us any reference number that the organisation has given you, eg account number, policy number etc.

7. Your details

Or, if you're filling this in on behalf of someone else, put their details here.

Title:

First name:

Last name:

Address:

Postcode:

Daytime telephone:

Email:

Who should we contact?

We will use the contact details above unless you would prefer us to deal with someone else. If so, please provide their details below. If you are filling in this form for somebody else you will need to provide us with a signed authority from them to deal with you on their behalf.

Title:

First name:

Last name:

Address:

Postcode:

Telephone:

Email:

8. Declaration

- I have included all the necessary supporting evidence.
- I understand that the ICO may need to share the information I have provided so they can look into my concern. I have indicated any documents or information that I don't want the ICO to share.
- The information I have provided is accurate, to the best of my knowledge.
- I understand that the ICO will electronically store the information relating to my concern including the documents I have provided and keep the electronic records for two years, or for longer if it is appropriate. The ICO will destroy the original hard copies after six months.

I agree.

9. Sending your form to us

By email

1. Fill in this form and save it to your computer.
2. Open a new email, with 'Concern about accessing personal information' in the subject line.
3. If you have all your supporting documents electronically, attach them to your email.
4. Email the completed form to casework@ico.org.uk

By post

If you have only paper copies of any of your supporting documents, print this form and post it with all your supporting documents to:

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