

22 September 2022

Case Reference: IC-188010-V0J0

Dear Chris Bury

Thank you for submitting a complaint about the processing of your personal information. We understand how important this is to you.

We have considered the issues you have raised but have not been able to decide whether there has been an infringement of data protection law. This is because we need to see the evidence to support your complaint.

There are two options for what you need to do next, depending on whether you have already complained to the organisation:

- **If you have not yet complained to the organisation**

If you have not yet complained to the organisation, we strongly recommend that you do so to give them the chance to put things right. We have information on [raising a concern with an organisation](#) that may help you to do this.

We always want to allow organisations the opportunity to resolve matters with you and we expect that most cases will be resolved without our intervention. Organisations should work with you to explain how they have handled your personal data, and help you to exercise your rights properly.

- **If you have already complained to the organisation**

If you have received a final response from the organisation, and they have stated that they will not look at matters further, then please come back to us.

We need you to send us copies of letters or emails you've sent to the organisation explaining what your information rights complaint is. It is important that you include any final response that the organisation has sent to you.

Please quote the reference number at the top of this letter on any future correspondence about this matter.

We fully expect that most cases can be resolved without our intervention. We will now close this complaint. However, it will be revisited if you aren't able to get matters resolved and you send the supporting evidence we need.

Yours sincerely

Rebecca Spilsbury
Case Officer
Direct Dial: 0330 313 1822