

Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF

By email

22 September 2017

Freedom of Information Act - Request For Information

Reference: 20170988

Dear [REDACTED]

Thank you for your email in which you request information concerning Subject Access Requests.

Ofwat confirms it does hold some of the information requested and I have responded to your questions individually.

- 1. How many subject access requests did you receive the identifying paperwork for and process in 2014? 1**
- 2. How many subject access requests did you receive the identifying paperwork for and process in 2015? 0**
- 3. How many subject access requests did you receive the identifying paperwork for and process in 2016? 1**
- 4. How many subject access requests you rejected in 2014? 0**
- 5. How many subject access requests you rejected in 2015? 0**
- 6. How many subject access requests you rejected in 2016? 1 (information not held)**
- 7. What was the average cost for you to process a subject access request in 2014? £824 (see explanation below)**
- 8. What was the average cost for you to process a subject access request in 2015? Not held**
- 9. What was the average cost for you to process a subject access request in 2016? Not held**
- 10. How much do you charge an individual to process a subject access request? £0**

Freedom of Information/EIR Provide the Information

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Ofwat did not employ a qualified Data Protection Officer until 2016. In 2014 Ofwat sought external legal advice to assist with the one Subject Access Request it received. Ofwat does not record specific costs against Subject Access Request handling therefore we are unable to give a breakdown on costs for processing each request.

If you have any queries or concerns with regard to the content of this email please contact me at Foi@ofwat.gsi.gov.uk

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, Ofwat may publish the response and any material released on our website in the [FOI disclosure section](#). Any personal information in the letter will be removed before publishing. We will hold the information in accordance with Ofwat's [retention and disposal schedule](#) which can be found in our Publication Scheme on our website.

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of the decision, please contact:

Programme and Project Management Office
Ofwat
Centre City Tower
7 Hill Street
Birmingham B5 4UA
FOI@ofwat.gsi.gov.uk

If you are not happy with the outcome of that review you can ask the Information Commissioner's Office to consider your complaint. Generally, the ICO will not make a decision unless you have exhausted Ofwat's complaints procedure. The ICO can be contacted at:

<https://ico.org.uk/>

or

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Centre City Tower, 7 Hill Street, Birmingham B5 4UA
21 Bloomsbury Street, London WC1B 3HF
The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Yours sincerely,

Christine Manise
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Centre City Tower
7 Hill Street
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