

What we do

- We enforce the Data Protection Act, the Freedom of Information Act, the Privacy and Electronic Communications Regulations and the Environmental Information Regulations.
- We maintain the public register of data controllers, under the Data Protection Act.
- We approve publication schemes adopted by public authorities under the Freedom of Information Act.
- We provide a general enquiry service for individuals and organisations.
- We publish guidance and information to encourage organisations to achieve good practice and help individuals to understand their rights.
- We raise awareness of the law and how it works.
- We influence thinking on privacy and access issues.
- We rule on eligible complaints from people who think the Data Protection Act or Freedom of Information Act has been breached.
- We prosecute those who commit offences under the legislation.

Find out more

Contact us:

Helpline

t: 01625 545 745
f: 01625 524 510
e: mail@ico.gsi.gov.uk

Publications Line

t: 08453 091 091

Website

w: ico.gov.uk



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Information Commissioner's Office,
Wycliffe House, Water Lane,
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Information Commissioner's Office



Information Commissioner's Office

Promoting public access to official information
and protecting your personal information

Who we are

The Information Commissioner's Office is the UK's independent public body set up to promote public access to official information and protect personal information.

We are based in Wilmslow, Cheshire and have regional offices in Northern Ireland, Scotland and Wales.



How we can help

Information and advice

Our Customer Service Helpline is available from 9am to 5pm Monday to Friday. The Helpline answers questions on individuals' rights and offers organisations general advice on best practice.

We also produce publications and guidance to help individuals and organisations understand their rights and obligations.

Complaint handling

We carry out independent investigations and rule on eligible complaints from people who:

- are unhappy with the way public authorities have handled requests for information under the Freedom of Information Act;
- think organisations or individuals have breached the Data Protection Act in the way they hold and handle personal information.

If you think your rights under the Acts have been breached, ring us or visit www.ico.gov.uk.

What we can't do

The Information Commissioner cannot:

- award compensation for any breach of the Data Protection Act or the Freedom of Information Act;
- apply for an injunction to prevent the disclosure of information;
- make one organisation pass on personal information to another;
- stop another individual from keeping or using personal information about you for purely domestic reasons.

