

Request for Information

Thank you for your request for information addressed to the Postal Services Commission dated 19 September. Ofcom are now the regulator for post so I am answering your request from Ofcom. Your request has been considered under the Freedom of Information Act 2000.

Please find below our response to each of your questions. You should note that the figures include only those requests where we received the fee and necessary identification paperwork.

1. *How many subject access requests did you receive the identifying paperwork for and process in 2014?*

We processed and provided information for 6 requests.

2. *How many subject access requests did you receive the identifying paperwork for and process in 2015?*

We processed and provided information for 5 requests.

3. *How many subject access requests did you receive the identifying paperwork for and process in 2016?*

We processed and provided information for 7 requests.

4. *How many subject access requests you rejected in 2014?*

None. There was one request where we did not hold any information.

5. *How many subject access requests you rejected in 2015?*

None.

6. *How many subject access requests you rejected in 2016?*

None.

7. *What was the average cost for you to process a subject access request in 2014?*

This information is not held.

8. *What was the average cost for you to process a subject access request in 2015?*

This information is not held.

9. *What was the average cost for you to process a subject access request in 2016?*

This information is not held.

10. *How much do you charge an individual to process a subject access request?*

We charge a fee of £10.

I hope this information is helpful.

Kind regards

Julia

If you are unhappy with the response or level of service you have received in relation to your request from Ofcom, you may ask for an internal review. If you ask us for an internal review of our decision, it will be treated as a formal complaint and will be subject to an independent review within Ofcom. We will acknowledge the complaint and inform you of the date by which you might expect to be told the outcome.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for undertaking internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact:

Steve Gettings
The Secretary to the Corporation
Ofcom
Riverside House
2a Southwark Bridge Road
London SE1 9HA

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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