Email: jaseearl@gmail.com

26 January 2021

Previous case reference **RFA0926086**
New case reference **IC-69545-H9S4**

Dear Mr Earl,

The Information Commissioner’s Office (‘ICO’) is contacting you further in relation to your data protection concern about ORJ Solicitors.

You will have noticed that there are two case reference above. To explain why this is the case we should clarify that we have migrated our casework management system. As a result the case reference **RFA0926086** has been replaced by **IC-69545-H9S4**. We therefore ask that if you wish to correspond with the ICO further about this matter, you quote **IC-69545-H9S4**.

Furthermore, please note that our email address casework@ico.org.uk has been replaced by our new address icocasework@ico.org.uk.

**The outcome of your complaint**

We have considered the issues that you have raised with us and our decision is that there is more work for ORJ Solicitors to do. We have therefore raised your complaint with the organisation explaining that we want them to work with you to resolve any outstanding matters. This includes providing you with an appropriate response to your subject access requests (‘SARs’).

One of the ICO’s strategic goals is to increase the public’s trust and confidence in how personal data is used and made available. Data Controllers are responsible for ensuring they adhere to the law, and the principles of the Data Protection Act, and that includes making sure that individuals understand how that applies to their circumstances, and the processing that they are carrying out.

In your case, we expect the organisation to fully address your complaint by telling you what they are going to do to put things right, or if they believe they have met their data protection obligations by explaining fully how they have done so.

We have allowed the organisation **28 days** to consider the issues that you have raised with us, and to consider next steps in your case. Many organisations will contact individuals sooner than that, however, if you have allowed 28 days, and there is no contact at all then please let us know.

**Next steps**

Finally, in the event that you would like a personal resolution, please note that you have the right to take your data protection matter to court. Under Article 79 of the General Data Protection Regulation (‘GDPR’) an individual has the right to an effective judicial remedy where they consider their rights to have been infringed as a result of a Controller’s non-compliance with data protection law. Under Article 82 of the GDPR, any person who has suffered material or non-material damage as a result of a Controller’s non-compliance has the right to receive compensation from the Controller for the damage suffered.

Unfortunately we cannot assist individuals with this process and in the event that you wish to explore this option, you would need to seek independent legal advice.

Your case with the ICO is now closed. We thank you for bringing this matter to our attention and have recorded the issues, and the organisation that you complained about so that we can better understand how data controllers are dealing with information rights issues that are raised with them.

Yours sincerely,

Ceri Hall

Lead Case Officer

Information Commissioner’s Office

Direct dial number 0330 414 6489

**Feedback about our service:** If you are dissatisfied with the way your case has been handled, you can ask to have it reviewed. Please note that we do not usually accept a request for a case review more than three months after the closure of a case. For more information please refer to our website: https://ico.org.uk/concerns/complaints-and-compliments-about-us/

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For information about what we do with personal data see our [privacy notice](https://ico.org.uk/global/privacy-notice/).