

Reference: 01435486

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### Freedom of Information request: Right to know request

Thank you for your request for information concerning Royal Mail - GDPR and Data Protection Act 2018 Breaches. Your request was received on 18 March 2022 and we have considered it under the Freedom of Information Act 2000.

#### Your request

*As per Freedom of Information Act 2000, the following is required;*

*1) Citation of Case law pertaining to: GDPR and Data Protection Act 2018 breaches against the Royal Mail Group.*

*- If none are available; any other company that is relative in relation to the postal services industry or as a last resort.....*

*- Any company of any industry that is accountable to OFCOM who have Case Law for breaches pertaining to: GDPR and Data Protection Act 2018.*

*2) As you are the ombudsman for communication, you also are main protagonist for fines and breaches of GDPR and Data Protection Act 2018 within this sector.*

*- Please provide a guideline and or accurate scale of GDPR and Data Protection Act 2018 offences and fines for individual prosecution cases/ claims.*

*- Please provide a guideline and or accurate scale of GDPR and Data Protection Act 2018 offences and fines for for company prosecution cases/ claims.*

*3) How many breaches to date has occurred pertaining to GDPR and Data Protection Act 2018 and the Royal Mail Group?*

*4) What were the names of these companies affected by GDPR and Data Protection Act 2018 and the Royal Mail Group?*

*5) When did these said named companies affected by GDPR and Data Protection Act 2018 breaches and the Royal Mail Group occur?*

*6) What were the offences, fines and remedies awarded pertaining to GDPR and Data Protection Act 2018 breaches and the Royal Mail Group?*

## Our response

We do not hold this information. This would be something for the Information Commissioner's Office. You may access the contact page of their website here: [Contact us | ICO](#). The [ICO's website](#) also contains some information on past data protection breaches and enforcement action taken (including penalties issued), e.g. this [Royal Mail Group Limited](#) penalty.

If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

Zach Westbrook

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

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 responding to 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 [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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