

Reference: 01531132

Temiloluwa Dawodu
Information Rights Advisor
information.requests@ofcom.org.uk

15 November 2022

Freedom of Information: Right to know request

Thank you for your request for information in relation to all numbers that have called your personal mobile number since October 2021. We received this request on 14 November 2022. We have considered it under the Freedom of Information Act 2000 (the “FOI Act”).

Your request

I’m submitting a request to have access to my all numbers that have called my personal mobile number as above. In particular, I’m receiving “No Caller ID” calls every so often & I would like to know who calls me. If it helps, I would like to know all calls made to my number since October 2021 to date. I have spoken to O2 who are my Network Provider & they have suggested this as a method of obtaining what I need. In the absence of any evidence, I won’t be able to take any necessary steps to safeguard my privacy & myself.

Our response

Ofcom does not hold information on callers to individual mobile phones. We do have helpful information on our website about [how to deal with unwanted calls and messages](#).

You may wish to contact your network provider who may be able to help you with your query about callers.

I hope this information is helpful. If you have any queries, then please contact information.requests@ofcom.org.uk. Please remember to quote the reference number above in any future communications.

Yours sincerely,

Temiloluwa Dawodu

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.

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