

Reference: 01526540

Zach Westbrook
Information Rights Advisor
information.requests@ofcom.org.uk

30 November 2022

Freedom of Information request: Right to know request

Thank you for your request for information concerning Ofcom and telecommunications companies – access to personal data. Your request was received on 3 November 2022 and we have considered it under the Freedom of Information Act 2000.

Your request

- *On how many occasions has Ofcom paid telecommunications companies (either direct to the company or via the Home Office cost-recovery scheme) for access to personal data on customers held by those companies; and*
- *How much Ofcom has spent on each instance.*

Please search your records from 1st January 2017 until 1st November 2022 (inclusive). Please split the data up by month and year.

Our response

On how many occasions has Ofcom paid telecommunications companies (either direct to the company or via the Home Office cost-recovery scheme) for access to personal data on customers held by those companies

Under Section 249 of the Investigatory Powers Act 2016, telecommunications operators may receive an appropriate contribution to their relevant costs incurred, or likely to be incurred, in complying with the Act, which is arranged through the Home Office. Ofcom has reimbursed telecommunications companies directly on two occasions and via the Home Office cost-recovery scheme on four occasions.

How much Ofcom has spent on each instance. Please search your records from 1st January 2017 until 1st November 2022 (inclusive). Please split the data up by month and year.

We are able to provide figures by year for 2017 to 2022 – please see the table on the following page.

<i>Month</i>	<i>Year</i>	<i>Home office Cost Recovery Scheme (CCR)/ Telecommunications company</i>	<i>Amount</i>	<i>Notes</i>
<i>Annual</i>	<i>2022</i>	<i>CCR</i>	<i>£382.61</i>	<i>(£247.51 CCR + 135.10 subscription) Fixed Annual CCR and Subscription Costs for FY April 2022 - March 2023</i>
<i>Annual</i>	<i>2021</i>	<i>CCR</i>	<i>£384.89</i>	<i>(£260.64 CCR + 124.25 Subscription) Fixed Annual CCR and Subscriptions cost FY April 2021-March 2022</i>
<i>August</i>	<i>2021</i>	<i>Telecommunications Operator</i>	<i>£30.00</i>	<i>Direct payment to Telecommunications Company</i>
<i>Annual</i>	<i>2020</i>	<i>CCR</i>	<i>£93.50</i>	<i>Fixed Annual CCR cost FY April 2020 – March 2021 (no subscription charges for Ofcom)</i>
<i>Annual</i>	<i>2019</i>	<i>CCR</i>	<i>£85.34</i>	<i>Fixed Annual CCR costs for FY April 2019 – March 2020</i>
<i>March</i>	<i>2019</i>	<i>Telecommunications Operator</i>	<i>£130.00</i>	<i>Direct payment to Telecommunications Company</i>
<i>Annual</i>	<i>2018</i>	<i>CCR</i>	<i>£0.00</i>	<i>CCR Costs for FY 18/19 (please note that Ofcom was not charged as a low user)</i>
<i>Annual</i>	<i>2017</i>	<i>CCR</i>	<i>£0.00</i>	<i>CCR costs for FY 17/18 (please note that Ofcom was not charged as a low user)</i>

I hope this information is helpful. If you have any further queries, then please send them to 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

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