

Reference: 01600198

Information Requests
information.requests@ofcom.org.uk

18 May 2023

Freedom of Information request: Right to know request

Thank you for your request for information concerning Cyber Security training. Your request was received on 18 April 2023 and we have considered it under the Freedom of Information Act 2000 (the "FOI Act").

Your request & our response

Detail on cyber security training conducted by your organisation over the last three financial years (April to April).

- 1. Number of courses and cost (£) of each course*
- 2. Detail on the nature of each course e.g. online, phishing, keeping data safe*
- 3. Number of staff who undertook each course*

The requested information, prior to middle/late 2021, was not logged in the same way we do now and we would need to manually look through multiple invoices to identify the relevant vendor/s and invoice/s related to training for just cyber security in order to obtain the answers to the request. We are therefore unable to provide this information as we consider that disclosure of this information is exempt under section 12 of the FOI Act. Section 12 of the FOI Act provides that we are not obliged to comply with a request for information if we estimate that the cost of complying with the request would exceed the "appropriate limit". The appropriate limit is set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 (the "Regulations"), and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, locating, retrieving and extracting the information from any document containing it. The Regulations provide that costs are to be estimated at a rate of £25 per person per hour, which equates to 18 hours of time. We estimate that it would take over 18 hours to identify and extract the information you requested.

You may wish to consider submitting a narrower, more focused request, for example details on cyber security training conducted by your organisation from mid/late 2021, as the information was stored differently from this point on, and we would be happy to consider this under the FOI Act.

However, should you decide to make a further request for information, please note exemptions under the FOI Act may still apply.

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

Information Requests

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