

Reference: 1664657

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

12 September 2023

Freedom of Information: Right to know request

Thank you for your follow up request for information in relation to datasets. We received this request on 28 August 2023 and have considered it under the Freedom of Information Act 2000 (the "FOI Act").

### Your request

*Thank you for your response. I'd like to make a follow-up request. In particular, I note you've stated: "Ofcom estimates that it would take at least 18 hours to identify, locate and extract the information you require and as such the cost of complying with your request will exceed the appropriate limit."*

*Please can I make a new request for you to simply identify and locate (as opposed to extract info from those datasets) datasets that contain date of birth, age, postcode, date of incorporation (excluding HR / employee records) and provide me with: (A) the number of datasets you have that contain that data; (B) 'Titles' of those datasets and a description of what they are used for.*

*If the work required for this is still estimated to be exceed 18 hours, please can you consider omitting 'date of incorporation' and instead simply identify and locate datasets (excluding HR / employee records) that contain date of birth, age, postcode as well as provide info according to the aforementioned (A) and (B).*

### Our response

We are unable to process your request as the information is not readily accessible as a considerable amount of time would be needed to locate, retrieve, identify and extract any relevant information. Under section 12 of the FOI Act, public bodies are not obliged to comply with a request for information if the authority estimates 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, and is, for Ofcom, £450. That sum is intended to cover the estimated costs involved in determining whether Ofcom holds the information requested, identifying, 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. Ofcom estimates that it would take at least 18 hours to identify, locate and extract the information you require and as such the cost of complying with your request will exceed the appropriate limit.

Datasets which can be held in many formats are held by a number of Ofcom departments, in a variety of systems and for various time periods and across Ofcom's remit. Providing an accurate number would entail separate searches as the information is not held centrally and would involve many teams conducting searches across Ofcom's work. If you can identify in more detail what aspect of Ofcom's work you are interested in we may then be able to assist you. You may wish to look at our website to help you: [Home - Ofcom](#).

If you have any queries, then please contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk). Please remember to quote 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](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. The Information Commissioner can be contacted at:

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