

Reference: 1990151

Information Requests
information.requests@ofcom.org.uk

21 May 2025

Freedom of Information request: Right to know request

Thank you for your request for information about data protection services.

We received this request on 23 April 2025 and we have considered your request under the Freedom of Information Act 2000 ("the FOI Act").

Your request

Under the Freedom of Information Act 2000, please provide the following information about your procurement of any

- (i) external Data Protection Officer (DPO),*
- (ii) Data protection GDPR compliance services for the period FY2022-23 to FY2024-25:*

1. Current DPO arrangements

1.1 Is the organisation's DPO and other staff that work on data protection compliance:

- (a) An internal employee*

Yes.

- (b) A DPO provided by an external service provider.*

No.

- (c) Hybrid (internal staff with external service provider support)*

No.

1.2 Where services are provided by external providers, please share the following information:

- (a) The Company name(s)*
- (b) Annual spend by your organisation (FY2022/2023 through to FY2024/2025)*
- (c) The highest day rate paid*
- (d) Contract dates (start/end/renewal terms)*
- (e) A brief description of the project or services provided (for instance, project title or internal reference)*
- (f) Services covered (e.g., audits, breach management, SAR management, delivery of DPIAs) • Please indicate what deliverables were produced • Procurement method (e.g., open competition, framework agreement, direct award) and name of the procurement framework, if applicable.*

2. Consultancy Spend

2.1 What is the organisation's, total annual expenditure on data protection/GDPR consultancy services?

N/A.

2.2 For SoW/projects which have a spend of more than £5k), please share the following information:

- *Supplier company name*
 - *The scope of the Project (e.g., "ICO investigation support", DPIA support, Internal Audit recommendation support)*
 - *Spend*
 - *Procurement method*
- 3. Data Protection Compliance staffing*
- N/A.

3.1 The Number of in-house data protection staff in the organisation?

c 1.2 (FTE).

3.2 Are there any vacant roles? (Yes/No)

No.

3.3 Where there any ICO investigations, audits, or enforcement actions for the period from FY2022/2023 to FY 2024/2025?

One report made in 2022/2023, and two reports made 2023/2024.

4. Future Plans –

A decision is yet to be reached about future plans.

4.1 Is your organisation planning to put out to tender for any DPO/GDPR services in the current financial year?

A decision is yet to be reached about future plans.

4.2 If yes please provide the following:

Expected timeline

Budget range

Key service requirements

Procurement method

N/A.

We 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,

Information Requests

Request an internal review

If you are unhappy with the response you have received to your request for information, or think that your request was refused without a reason valid under the law, you may ask for an internal review. If you do, it will be subject to an independent review within Ofcom. We will either uphold the original decision, or reverse or modify it.

If you would like to ask us to carry out an internal review, you should get in touch within two months of the date of this letter. There is no statutory deadline for us to complete our internal review, and the time it takes will depend on the complexity of the request. But we will try to complete the review within 20 working days (or no more than 40 working days in exceptional cases) and keep you informed of our progress. Please email the Information Requests team (information.requests@ofcom.org.uk) to request an internal review.

Taking it further

If you are unhappy with the outcome of our internal review, then you have the right to [complain to the Information Commissioner's Office](#).