

From: [ICO Casework](#)
To: [James Conboy](#)
Subject: ICO Case reference: IC-58976-Z9S6
Date: 18 February 2021 15:17:20

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Dear Mr Conboy,

Thank you for your recent email.

I have now written to Envision and asked that they provide you with a response to your concerns.

It may be helpful to explain that under data protection legislation (Section 165 of the Data Protection Act 2018) our obligation is to investigate a complaint about the handling of your personal data to an appropriate extent, and inform you of the outcome. Part of this process includes considering whether further action is necessary or appropriate, in line with our Regulatory Action Policy.

In this case we do not consider that it is appropriate or necessary to pursue further action with Envision and/or we have provided Envision with advice regarding their wider information rights practices and are satisfied that it is putting things right.

We have made our decision in respect of your complaint. If you wish to challenge it then you have the option to request a case review. To do this you should complete the form on our website (<https://ico.org.uk/make-a-complaint/complaints-and-compliments-about> us/) and return it to us within three months.

Yours sincerely

Travis Heywood

Information Commissioner's Office

Case Officer

T. 0330 313 1751