

23 July 2025

IC-401023-T5D5

Request

"How many prosecutions have you begun against companies ignoring the rights of the people who merely want their data?

Have you had any other complaints against O2? How many enforcement actions have you taken for breaches of GDPR?"

We received your request on 4 July 2025.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

We hold some information in scope of your request.

We have received complaints about O2. You can find information about data protection complaints on our [published datasets](#).

We do not have a record of enforcement action taken against O2 for infringement of the UK GDPR.

We do not have the power to prosecute organisations for failure to respond to subject access requests. However, you can find information about our [enforcement](#) work on our website. You can use the search function to find information relating to subject access requests.

Because the information we hold is available on our website, it is withheld under section 21 of the FOIA. This exemption relates to information that is reasonably accessible to the requester.

Next steps

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

Your information

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely



Information Access Team
Information Commissioner's Office
Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF
ico.org.uk twitter.com/iconews

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