



HM Revenue
& Customs

Katie Chan

By email: request-456057-
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Chief Digital & Information Officer Group
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Date: 23rd January 2018
Our ref: FOI2018/00062

Dear Katie Chan

Freedom of Information Act 2000 (FOIA)

Thank you for your request under the FOIA, which was received on 9th January, for the following information:

“Please provide a breakdown of the approximate number of customer records for whom access are restricted to higher than normal, i.e. number of those whose records are protected for reasons of being elected representatives, members of the transgender community, victims of domestic violence etc.”

I can confirm that HMRC holds information that falls within scope of your request. However, we estimate that it would exceed the FOIA cost limit to deal with it. The FOIA cost limit, which is specified in regulations, equates to one person spending 3½ working days locating and extracting all of the information within scope of the request. Consequently, under section 12(1) of the FOIA, HMRC is not obliged to comply with your request and we will not be processing it further.

A breakdown based on individual circumstances is not readily available and it is estimated that the cost of obtaining this information would exceed the appropriate limit for central Government, set by regulations at £600.

If you are not happy with this reply you may request a review by emailing foi.review@hmrc.gsi.gov.uk. You must request a review within 2 months of the date of this letter. It would help us carry out our review if you set out the aspects of the reply that concern you and why you are dissatisfied.

If you are not content with the outcome of an internal review, you can complain to the Information Commissioner's Office (ICO). The ICO will not usually consider a case unless you have exhausted the internal review procedure provided by HMRC. You can make a complaint through the ICO's website at: www.ico.org.uk.

Yours sincerely

