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Information Commissioner's Office  
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Wednesday, 15 April 2026

My ref: 2026-JW-CASE-1391  
Your ref:

Delivered by email

**RE: Failure to comply with a Subject Access Request under Article 15 UK GDPR and Article 12(3) UK GDPR.**

I write to refer a matter concerning the handling of a Subject Access Request submitted to Lancashire County Council under Article 15 UK GDPR.

**1. Background**

On 09 March 2026, I submitted a Subject Access Request to Lancashire County Council (My reference: 2026-JW-SAR-4982 / Their reference: SAR490(NAH)). The request was acknowledged on 12 March 2026.

The statutory deadline under Article 12(3) UK GDPR expired on 10 April 2026.

**2. Position at expiry of statutory deadline**

At the point of expiry:

- No disclosure had been provided;
  - The controller confirmed it was unable to meet the statutory deadline;
  - No extension notice had been issued within the statutory timeframe; and
  - No revised or determinable completion date had been provided.
3. Post-deadline position

Following expiry of the statutory deadline:

- The request remains outstanding;
- No specific disclosure date has been provided; and
- A follow-up request for a defined completion date dated 10 April 2026 remains unanswered.

As at 15 April 2026, the request has not been brought into a compliant or time-bound state.



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#### **4. Nature of complaint**

This matter concerns:

1. Failure to comply with Article 12(3) UK GDPR statutory timeframe;
2. Failure to issue a valid extension within the statutory period;
3. Failure to provide a determinable timeframe for disclosure following expiry of the deadline;
4. Failure to respond to follow-up correspondence requesting clarification of completion timing.

#### **5. Impact**

The continued absence of disclosure prevents full exercise of my rights under Article 15 UK GDPR and leaves the request without a defined completion timetable.

#### **6. Outcome sought**

I request that the Information Commissioner:

1. Records the breach of Article 12(3) UK GDPR;
2. Requires the controller to provide full disclosure without further undue delay;
3. Requires the controller to confirm a specific completion date if disclosure is not immediate;
4. Reviews the handling of this Subject Access Request for compliance with statutory obligations.

#### **7. Additional context**

This request forms part of ongoing engagement with Lancashire County Council in relation to related complaint matters (refs 729608 and 13446192). This is provided for contextual clarity only.

#### **8. Declaration**

I confirm that the information provided is accurate to the best of my knowledge and reflects documented correspondence with the controller.

Yours faithfully,



Jack Whittle