

To be sent by email: [REDACTED]

1 October 2018

Case reference [REDACTED]

Dear [REDACTED],

Thank you for your response of 17 September 2018 regarding [REDACTED]'s data protection concern.

You have explained that [REDACTED] is required to retain customer information pursuant to regulation 40 and 41 of the Money Laundering, Terrorist Financing and Transfer of Funds Regulation 2017. You have explained that the Gambling Commission's Prevention of Money Laundering and Combating the Financing of Terrorism Guidance states that information should be retained for five years after the end of the business relationship. As a result, [REDACTED]'s information has been retained in line with guidance in order to comply with the legal obligations.

I have considered the information available in relation to this complaint and I am of the view that you have complied with your data protection obligations and we do not intend to take further action regarding the matter.

Thank you for your assistance with the matter.

Yours sincerely,

[REDACTED]
Lead Case Officer
Information Commissioner's Office
Direct dial number: [REDACTED]

Feedback about our service

If you are dissatisfied with the way your case has been handled, you can ask to have it reviewed. Please note that we do not usually accept a request for a case review more than three months after the closure of a case. For more information please refer to our website <https://ico.org.uk/concerns/complaints-and-compliments-about-us/>

ICO Statement



Information Commissioner's Office

You should be aware that the Information Commissioner often receives request for copies of the letters we send and receive when dealing with casework. Not only are we obliged to deal with these in accordance with the access provisions of the data protection framework and the Freedom of Information Act 2000, it is in the public interest that we are open and transparent and accountable for the work that we do.

For information about what we do with personal data see our privacy notice at www.ico.org.uk/privacy-notice