

From: new casework [acknowledgement@ico.org.uk]

Sent: 26 September 2016 03:33

To: Lorraine Cordell

Subject: We have received your email

Thank you for contacting the Information Commissioner's Office. We confirm that we have received your correspondence.

We don't monitor this email address, so please don't respond directly to this email.

If you have raised a new information rights concern - we aim to send you an initial response and case reference number within 30 days. Please note that if you are concerned about the way an organisation is handling your personal information, we will not usually look into it unless you have raised it with the organisation first. For more information please see our webpage '[raising a concern with an organisation](#)'.

If you have requested advice - we aim to respond within 14 days.

If you have reported receiving spam email – we will use the information you have provided to identify, investigate and take action against organisations that are not following the rules around direct marketing. We don't respond to such concerns individually, so please note that we're unlikely to contact you about this matter again, unless we need any further information to help with our investigations.

If you have made a request for information held by the ICO - we will contact you if we need any further information to help us answer your request. If we don't need any further information we will respond to you within our published, and statutory, service levels. For more information please visit our webpage '[access information about the ICO](#)'.

If your correspondence relates to an existing case - we will add it to your case and consider it on allocation to a case officer.

Copied correspondence - we do not respond to correspondence that has been copied to us.

For more information about our services, please see our webpage '[service standards and what to expect](#)' (go to our homepage and follow the links for 'Report a concern' and 'Service standards and what to expect'). You can also call the number below.

If you have a matter you would like to discuss with us, please call our helpline on 0303 123 1113 (local rate).

Yours sincerely

The Information Commissioner's Office

Our newsletter

Details of how to sign up for our monthly e-newsletter can be found at http://www.ico.org.uk/tools_and_resources/e-newsletter.aspx

Twitter

Find us on Twitter at <http://www.twitter.com/ICOnews>

Livechat

[Available on our website](#)

Diolch yn fawr ichi am gysylltu â Swyddfa'r Comisiynydd Gwybodaeth. Rydym yn cadarnhau bod eich gohebiaeth wedi dod i law.

Nid yw'r cyfeiriad e-bost hwn yn cael ei fonitro, felly peidiwch ag anfon ymateb uniongyrchol i'r neges hon.

Os ydych wedi codi pryder newydd ynghylch hawliau gwybodaeth – rydym yn anelu at anfon ymateb cychwynnol a rhif cyfeirnod yr achos atoch o fewn 30 diwrnod. Os ydych yn poeni ynghylch sut mae sefydliad yn ymdrin â'ch gwybodaeth bersonol, sylwch na fyddwn ni'n edrych i mewn i'r peth fel rheol oni bai eich bod chi wedi'i godi gyda'r sefydliad yn gyntaf. I gael rhagor o wybodaeth, gweler ein tudalen gwe '[raising a concern with an organisation](#)'.

Os ydych wedi gofyn am gyngor – rydym yn anelu at ymateb o fewn 14 diwrnod.

Os ydych wedi rhoi gwybod eich bod wedi cael ebost sbam – byddwn yn defnyddio'r wybodaeth a roesoch er mwyn dod o hyd i sefydliadau nad ydyn nhw'n dilyn y rheolau ar farchnata uniongyrchol, ymchwilio iddyn nhw a chymryd camau yn eu herbyn. Dydyn ni ddim yn ymateb i bryderon o'r fath yn unigol, felly sylwch nad ydyn ni'n debyg o gysylltu â chi am y mater hwn eto, oni bai bod arnon ni angen rhagor o wybodaeth i'n helpu i ymchwilio.

Os ydych wedi gwneud cais am wybodaeth sydd gan yr ICO – byddwn yn cysylltu â chi os bydd arnom angen rhagor o wybodaeth i'n helpu i ateb eich cais. Os na fydd arnon ni angen rhagor o wybodaeth, byddwn yn ymateb ichi yn unol â'n lefelau gwasanaeth statudol, sydd wedi cael eu cyhoeddi. I gael rhagor o wybodaeth, ewch i'n tudalen gwe '[access information about the ICO](#)'.

Os yw'ch gohebiaeth yn ymwneud ag achos sydd eisoes yn bod - byddwn yn ei hychwanegu at eich achos ac fe gaiff ei hystyried ar ôl cael ei dyrannu i swyddog achosion.

Gohebiaeth wedi'i chopio – fyddwn ni ddim yn ymateb i ohebiaeth sydd wedi'i chopio inni.

I gael rhagor o wybodaeth am ein gwasanaethau, gweler ein tudalen gwe '[service standards and what to expect](#)' (ewch i'n tudalen hafan a dilynwch y dolenni 'Report a concern' a 'Service standards and what to expect'). Hefyd, gallwch ffonio'r rhif isod.

Os oes gennych fater yr hoffech ei drafod gyda ni, ffoniwch ein llinell gymorth

ar 0303 123 1113 (cyfradd leol).

Yn gywir

Swyddfa'r Comisiynydd Gwybodaeth

Ein cylchlythyr

Mae manylion ar gofrestru i gael ein e-gylchlythyr misol ar gael yma:

http://www.ico.org.uk/tools_and_resources/e-newsletter.aspx

Twitter

Dilynwch ni ar Twitter yn <http://www.twitter.com/ICOnews>

Livechat

Ar gael ar ein gwefan

The ICO's mission is to uphold information rights in the public interest. To find out more about our work please visit our website, or subscribe to our e-newsletter at ico.org.uk/newsletter.

If you are not the intended recipient of this email (and any attachment), please inform the sender by return email and destroy all copies without passing to any third parties.

If you'd like us to communicate with you in a particular way please do let us know, or for more information about things to consider when communicating with us by email, visit ico.org.uk/email