



HARLOW COUNCIL

Access to Information Policy

Date: 04/04/2018
Version: **V5.0**
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INTRODUCTION

This document supports the legislative framework for responding to requests for information under the statutory access regimes of the Data Protection Legislation, the Freedom of Information Act 2000, the Environmental Information Regulations 2004 and other legislation that provides a right of access.

Section 39 of the Freedom of Information Act exempts environmental information from being dealt with under it and provides that it should be dealt with under the Environmental Information Regulations 2004 (see Appendix A for definition of Environmental Information).

If it is determined that part or all of the information requested is **personal information**, where the applicant is the subject of that information, access to that personal information will be dealt with under the Data Protection Legislation as a Subject Access Request (SAR) discussed at section 7 below.

This policy also deals with the rights of data subjects to access their personal data held by the Council and their rights as to how the Council uses this information. This policy explains how Harlow Council will meet the legal requirements of the applicable legislation referred to above.

RESPONSIBILITIES AND CONTACTS

The Managing Director of Harlow Council has overall responsibility for ensuring that the Council complies with the requirements of the applicable legislation as set out in this policy. However, all officers are personally responsible for ensuring that they are acting in compliance with the legislative provisions and therefore all staff are obliged to adhere to this policy; failure to do so may result in disciplinary action.

Heads of Service and managers at all levels are responsible for ensuring that the staff for whom they are responsible for are aware of this. They are also responsible for ensuring that staff are updated in regards to any changes in this policy.

A copy of the legislation is obtainable from the www.legislation.gov.uk website.

The Regulatory Authority for complaints and breaches of the applicable legislation is the Information Commissioner's Office (ICO) the details of which can be found below:-

The Office of the Information Commissioner
Wycliff House
Water Lane
Wilmslow
Cheshire SK9 5AF
Website: www.ico.org.uk

DATA PROTECTION LEGISLATION

1. Statement of Intent

- 1.1 Harlow Council intends to fulfil all its obligations under the Data Protection Legislation.
- 1.2 The Council will ensure that all types of data processing are appropriately notified to the Information Commissioner, as required.
- 1.3 It is the aim of Harlow Council that all staff are properly trained, fully informed of their obligations under the Data Protection Legislation and are aware of their personal liabilities.
- 1.4 All staff using personal data within the Council must be aware of the limits of their authority to access, use and disclose such information.
- 1.5 Any employee deliberately acting outside of their recognized authority may be subject to the Council's disciplinary procedures, including dismissal where appropriate, and possibly legal action. Individuals whose information is held and processed by Harlow Council can be assured that the Council will treat their personal data with all due care. It is possible that other legislation may (at times and under certain conditions) override Data Protection law – individuals should note that the Council intends to fulfil all of its legal responsibilities.

2. Fair Obtaining / Processing

- 2.1 Harlow Council will ensure that all individuals whose details we hold are aware of the way in which that information will be held, used and disclosed. Individuals will, where possible, be informed of the likely recipients of the information, whether the recipients are internal or external to the Council. Processing within Harlow Council will be fair and lawful; individuals will not be misled as to the uses to which the Council will put the information given. If a person feels they have been deceived or misled as to the reason for which their information was collected, they should use the complaints procedure detailed at Section 8 of this policy.
- 2.2 Collection forms requiring personal information will contain a "privacy notice" giving details of the uses of the information and, where information is collected in person or by telephone, the employee asking for the details will tell the individual how those details will be used. People are entitled to ask the person collecting the information why they want the details and what they will be used for.
- 2.3 If a person's details are going to be used for "automated decision making" (where a computer decides something based on a score or other information without human involvement), this is only permitted where it is:-
 - **necessary** for the entering into or the performance of a contract with the person; or
 - **authorised** by Union or Member State law applicable to the Council; or
 - done so with the person's explicit **consent**.

Where automated decision making will be used, the person **MUST** be told about how the system works and how the decision can be challenged. The Council must introduce simple ways for the person to request human intervention and must carry out regular checks to make sure that our systems are working as intended.

- 2.4 The Council will not publish personal information on its website unless required to do so by law. Where the Council is not under any legal obligation to publish the personal information, it will inform the individual and request their explicit consent to do so.
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3. Data Uses and Processes

- 3.1 Harlow Council will not use or process personal information in any way that contrasts with its notified purposes or in any way that would constitute a breach of Data Protection law. Any new purposes introduced will be notified to the individual and, if required by law, their consent will be sought.
- 3.2 The Council must be registered as a Data Controller with the ICO; this registration is renewable annually and can be viewed on the [Register of Data Controllers](#).

4. Data Quality and Integrity

- 4.1 Harlow Council will not collect data from individuals where that information is excessive or irrelevant in relation to the notified purpose(s). Details collected will be adequate for the purpose and no more. Information collected, which becomes (over time or by virtue of changed purposes or circumstances) irrelevant or excessive, will be securely deleted.
- 4.2 Information will only be held for as long as is necessary for the notified purpose(s), after which the details will be deleted. Where details of individuals are stored for long-term archive or historical reasons and where it is necessary to retain the personal detail within the records, it will always be done within the requirements of the legislation. In many cases personal details will be removed from the record so that individuals cannot be identified.
- 4.3 The Council will ensure, as far as it practicable, that the information held is accurate and up to date. It is the intention of Harlow Council to check, wherever possible, the details given.
- 4.4 Information received from third parties (i.e. neither the individual concerned nor the Council) will carry a marker indicating the source. Where a person informs the Council of a change of their own circumstances, such as home address or non-contentious data, their record(s) will be updated as soon as possible. Where the individual requests that information be changed, or asks that it is not longer processed, and it is not possible to update it immediately, or where the new information needs to be checked for its accuracy or validity, a marker will be placed on the disputed record indicating the nature of the problem. The Council and the individual will attempt to reach an amicable agreement on the complaint, but where this is not possible the Council's Complaints procedure will be implemented.

5. Technical and Organisational Security

- 5.1 Harlow Council has implemented appropriate security measures as required under the Data Protection Legislation. In particular, unauthorised staff and other individuals are prevented from gaining access to personal information. Appropriate physical security is in place with visitors being received and supervised at all times within Harlow Council buildings where information about individuals is stored. The general public visiting Harlow Council buildings should not feel that the measures are restrictive or oppressive; the measures are there to protect the Council's data.
- 5.2 Computer systems are installed with user-profile type password controls and, where necessary, audit and access trails to establish that each user is fully authorised. In addition, employees are fully informed about overall security procedures and the importance of their role within those procedures. Manual filing systems are held in secure locations and are accessed on a need-to-know basis only.
- 5.3 Security arrangements are reviewed, all reported breaches or potential weaknesses are investigated and, where necessary, further or alternate measures will be introduced to secure the data. Such reports are received by the Data Protection Officer for the Council who will liaise with the ICT Service and / or Head of Service as necessary.
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- 5.4 All staff are informed and frequently reminded about the limits of their authority on disclosing personal information, both inside and outside the Council. Details will only be disclosed on a needs basis within the Council, where the Council has lawful authority to do so. Where details need to be passed outside the Council it will, in general, be done with the person's consent except where the disclosure is required by law, allowed under the Data Protection Legislation (such as for crime prevention / detection, to prevent injury, etc) or where it is in the person's vital interests. Any unauthorised disclosure will be dealt with under the Council's disciplinary procedures.

6. Disclosure of Personal Data to / by Elected Members

- 6.1 Elected Members are entitled to have access to information necessary to enable the conduct of his/her official duties as a Councillor. Councillors do not, however, have the automatic right to access any personal data and personal data will only be disclosed where there is a recognised need (e.g. as a member of a specific committee or when acting on behalf of a constituent). Each Elected Member must be registered as Data Controllers with the ICO; this registration is renewable annually and can be viewed on the [Register of Data Controllers](#).
- 6.2 Councillors will always treat personal information provided to them for council business, or collected by them when acting on behalf of a constituent, as having been provided in confidence. It will not be disclosed to third parties unless permission has been sought from the individual.
- 6.3 Councillors will not use or process personal information in any way that contravenes the Council's notified purposes or in any way that would constitute a breach of Data Protection Law. Any Councillor disclosing personal information inappropriately could be subject to a complaint for breach of the Member's Code of Conduct.

7. Subject Access Requests

- 7.1 Any person whose details are held / processed by Harlow Council has a general right to receive a copy of their own information. There are few exceptions to this rule, such as data held for child protection or crime detection / prevention purposes, but most individuals will be able to have a copy of the data held on them.
- 7.2 This request must be in writing and completion of a Subject Access Request form is advised to assist both the requestor and the Council to specify the information requested and to verify the identity of the requestor. If the applicant requires assistance to complete the form, this will be given by Contact Harlow Advisors.

However, completion of a Subject Access Form is not mandatory and a request cannot be refused on the basis that the form has not been completed.

- 7.3 Harlow Council will attempt to reply to Subject Access Requests as quickly as possible and in all cases within 20 working days. In some cases, further information may be required from the requester, which may delay the start of the timescale for responding.
- 7.4 All requests must be answered and the personal information will be provided free of charge, however a reasonable fee, based on the administrative cost of providing the information, can be applied where the request is manifestly unfounded or the requests are excessive / repetitive. In limited circumstance a request can be refused. Guidance should be sought from the Council's Data Protection Officer as to whether these exemptions apply.
- 7.5 Repeat requests will be fulfilled unless the period between is deemed unreasonable, such as a second request received so soon after the first that it would be impossible for the details to have changed.
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7.6 Individuals making a Subject Access Request must be informed of their rights in regards to how their personal information is processed and must be informed specifically of:

- The purposes of the processing (e.g. which department is processing this information and for what purpose – for example, personal information may be held by the Revenues and Benefits department for the purposes of administering Council Tax);
- The categories of the personal data concerned;
- The recipients or categories of recipients who the information has, will or may be shared with;
- How long the information will be held and processed by the Council;
- That an individual can request that their information be rectified where they believe that their personal information is inaccurate or incomplete;

- That an individual can request that their personal information be deleted or the processing of it by the Council be restricted where they believe the processing of their information is excessive;
- The right to lodge a complaint with the Information Commissioner's Office (ICO);
- How the Council came to hold their personal information where it was not obtained from the individual directly; and
- The existence of any automated decision-making, including profiling, of the personal information along with meaningful information about the logic of the decision-making and the envisaged consequences for the individual as a result of such processing.

If an individual objects to the Council ' s processing of t hei r personal inform at i on. t he processing must be immediately discontinued whilst their request is considered.

Requests should be made to the Council's Data Protection Officer in writing to:

Data Protection Officer
Harlow Council
Civic Centre
The Water Gardens
Harlow, Essex
CM20 1WG
data.protection@harlow.gov.uk

8. Complaints Procedure

- 8.1 Harlow Council has in place a procedure for dealing with complaints from people who consider that their request for access to their personal data has not been properly handled, are dissatisfied with the outcome of their request or may have concerns about how the Council process their data.
- 8.2 All complaints should be in writing and should include details of the complainant as well as a detailed account of the nature of the problem.
- 8.3 Details of the Council's Complaints procedure can be found on the [Council's website](#).
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FREEDOM OF INFORMATION ACT 2000

The right of access that the Freedom of Information Act ("the Legislation") affords to the public gives two general rights in relation to information:

- On written request, members of the public (which will include companies and other organisations) have a right to be told whether or not the information requested is held by the authority or on the authority's behalf;
and
- The right of access to that information within 20 working days, subject to the Council's approved fees and charges.

Where exemptions apply (except where the exemption is absolute), the duty to inform the applicant, whether the information is held and to communicate that information remains unless the public interest in maintaining that exemption outweighs the public interest in disclosure.

There is also a duty on all public authorities to adopt and maintain a publication scheme that details the classes of information it will regularly publish. The publication scheme must be approved by the Information Commissioner, who has wide powers to enforce the rights contained in the Legislation.

9. Statement of Intent

- 9.1 Harlow Council intends to fulfil all its obligations under the Freedom of Information Act 2000.
- 9.2 The Council will ensure that the public have a general right of access to information it holds, subject to the conditions and exemptions contained in the Legislation.
- 9.3 In cases where information is exempt from disclosure, the Council will inform the applicant whether they hold the information, and communicate the information to him / her, unless to do this is also contrary to the exemption or the public interest (where applicable). In these cases the applicant will be informed of the reason the information is considered exempt e.g. information requested may be commercially sensitive.
- 9.4 The Council has adopted and will maintain a publication scheme, approved by the Information Commissioner, which relates to information the Council has published and undertakes to publish information in accordance with that scheme.
- 9.5 The Council will ensure that proper training is provided to officers who may be required to provide information, and that these officers are familiar with the requirements of the Legislation, taking into account any relevant guidance on good practice issued by the Information Commissioner.

10. Making requests for information

- 10.1 Since 1 January 2005 the public have had the right of access to any recorded information, however it is held.
- 10.2 Requests for information have to be in writing (which includes a request transmitted by electronic means which is received in legible form and is capable of being used for subsequent reference – including Social Media) and must provide the name of the applicant and an address to which the information can be sent. The Council must respond to requests within 20 working days, unless although an exemption applies that requires the public interest to be considered which allows the Council more time to respond.
- 10.3 Harlow Council will provide advice and assistance (as set out below) to those who propose to make, or who have made requests for information to it in order to facilitate their rights under the Legislation.

This request must be in writing and completion of a RFI application form is advised to assist both the requestor and the Council to specify the information requested and to ensure that the Council has sufficient contact details in order to respond. If the applicant requires assistance to complete the form, this will be given by Contact Harlow Advisors.

However, completion of a RFI application form is not mandatory and a request cannot be refused on the basis that the form has not been completed.

- 10.4 Harlow Council will publish their procedures for dealing with requests for information, which will include an address or addresses (including an e-mail address where possible) to which applicants may direct requests for information or for assistance.
- 10.5 Where an applicant is unable to make their request in writing, the Council will ensure that appropriate assistance is given by referring them to a relevant sub-agency. Alternatively, the Council may offer to take a note of the application over the phone, sending the note to the applicant for confirmation which, when verified by the applicant, will constitute a written request so that the time limit for dealing with the request will begin on receipt of the confirmation.
- 10.6 Harlow Council will provide assistance to an applicant to enable him/her to describe more clearly the information requested if the initial description is insufficient for the Council to identify and locate such information. This may include providing the applicant with an outline of the different kinds of information which might meet the terms of the request, detailed catalogues and indexes of information, a general response to the request setting out options for further information which could be provided on request, or where a request would be refused on cost grounds, an indication of what information could be provided within the cost ceiling (see section 12 – Fees).
- 10.7 If, following the provision of such assistance, the applicant has failed to describe the information requested in a way that would enable the Council to identify and locate it the Council is not expected (obliged) to seek further clarification. The Council will disclose any information relating to the application, which has been successfully identified and found, and which can be disclosed under the provisions of the Legislation. The Council will also explain to the applicant why it cannot take the request any further and provide details of its complaints procedure.
- 10.8 Harlow Council will not require information from an applicant which he or she cannot reasonably be expected to possess, such as a file reference number, or a description of a particular record, unless this information is made available by the Council for the use of applicants.
- 10.9 Harlow Council will not provide assistance to applicants whose requests are vexatious within the meaning of the Legislation.

11. Requests for information where the Public Interest must be considered

- 11.1 Where Harlow Council needs to consider the public interest in respect of an application for exempt information, although there is no statutory time limit on the length of time the Council may take to reach its decision, it will give an estimate of the date by which it expects to reach such a decision. This estimate will be reasonable in the circumstances of the particular case, taking account, where necessary, of the need to consult third parties.

12. Fees

- 12.1 The Legislation does not require charges to be made for requests for information, but the Council has discretion to charge applicants a fee in respect of requests under the general right of access in accordance with the [Freedom of Information and Data Protection \(Appropriate Limit and Fees\) Regulations 2004](#). The Council's fees and charges under the Legislation are detailed in Appendix D - Fees and Charges Policy.
- 12.2 The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 do not cover material made available under a publication scheme, information reasonably accessible by other means, or information the disclosure of which the Council is permitted to charge for under any other enactment.
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- 12.3 Fees and charges under this provision will be reviewed annually and recommendations made to Committee to ensure that any charges made for information are within the terms of any relevant guidance issued by, or approved by, the Information Commissioner or relevant government departments.

13. Transferring requests for information

- 13.1 When Harlow Council receives a request for information which it does not hold, but which it believes is held by another authority, then it will consider whether it can consult that authority with a view to finding out whether it does actually hold the information and, if so, whether it should transfer the request to it or ask the applicant to re-apply to the other authority. Harlow Council will be under a duty to take into account before transferring the request whether the applicant would object or whether a transfer is possible. All transfers of requests must take place "as soon as practicable".
- 13.2 When a request for information has been transferred to another authority with the agreement of the receiving authority, then Harlow Council has no further responsibility for handling the request.
- 13.3 The Council will also consider the most helpful way of assisting the applicant with his or her request. This may be to inform the applicant that another authority holds the information and to provide him or her with contact details for that authority, with a response along the lines of the following:

"Harlow Council does not hold the information you have requested under the Freedom of Information Act 2000 as Adult and Child Social Care are services managed by Essex County Council.

Please find below the contact details of Essex County Council to enable you to submit your request to that authority should you wish to do so:-

*Your Right to Know
Information Services
Essex County Council
Market Road
County Hall
Chelmsford
CM1 1QH*

<https://forms.essex.gov.uk/default.aspx/RenderForm/?F.Name=WGRT5eGYzGj&HideAll=1>

Contact me again if you require any further assistance on this matter and I will do my best to provide relevant help and advice.

If you are dissatisfied with the response you have received and wish to request a review of our decision or make a complaint about how your request has been handled you should write to Contact Harlow at the above address or complete the on-line complaint form that can be found at www.harlow.gov.uk. Your request for an internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of Harlow Council.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to the Information Commissioner for a decision by writing to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF."

14. Consultation with third parties

- 14.1 In some cases the disclosure of information pursuant to a request may affect the legal rights of a third party, such as the right to have certain information treated in confidence, or rights under [Article 8 of the European Convention on Human Rights](#) (the right to respect for private and family life), or the Data Protection Legislation. Where the consent of the third party would enable a disclosure to be made, Harlow Council may consult that party prior to reaching a decision unless this is not practicable.
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15. Public Sector contracts

- 15.1 When entering into contracts, Harlow Council will refuse to include contractual terms which purport to restrict the disclosure of information held by the Council relating to the contract, beyond the restrictions permitted by the Legislation and the statutory guidance produced under its provisions. The Council will not agree to hold information in confidence, which is not in fact confidential in nature. Any such decisions will be taken on a case-by-case basis.
- 15.2 When entering into contracts with non-public authority contractors, the Council may be under pressure to accept confidentiality clauses so that information relating to the terms of the contract, its value and performance will be exempt from disclosure. Any acceptance of such confidentiality provisions must be for good reasons and capable of being justified to the Information Commissioner.
- 15.3 It is for Harlow Council, and not the contractor, to disclose information pursuant to the Legislation. However, the Council may need to protect, from disclosure by the contractor, information which would be exempt from disclosure under the Legislation by inserting appropriate contractual terms. Any such constraints will be drawn according to the individual circumstances of the case.

16. Accepting Information in confidence from third parties

- 16.1 Harlow Council will only accept information from a third party in confidence if it is necessary to obtain that information in connection with the exercise of any of its functions. The Council will not agree to hold information received from third parties "in confidence" if it is not confidential in nature. Again, acceptance of any confidentiality provisions must be for good reasons and capable of being justified to the Information Commissioner.

17. Consultation with Devolved Administrations

- 17.1 The term "devolved administration" is in reference to the transfer of administrative, executive, or legislative authority to new institutions, such as the granting of powers from the UK Parliament to the Scottish Parliament, the National Assembly for Wales, the Northern Ireland Assembly and the London Assembly and to their associated executive bodies.
- 17.2 Harlow Council may consult with the relevant devolved administration before disclosing information provided by or directly concerning that administration.

18. Refusal of Requests

- 18.1 Harlow Council will, when relying on a claim that the duty to confirm or deny does not arise because of an exemption, or on a claim that the information is exempt, notify the applicant of that fact, specifying the exemption in question and stating why it applies. This will be done within the time limit for compliance of 20 working days.
- 18.2 Where the Council has not yet reached a decision as to whether disclosure of the information is in the public interest, (despite the applicable exemption), it will notify the applicant within 20 working days that no decision has yet been reached. The notice will contain a reasonable estimate of the date by which the Council expects that such a decision will have been reached.
- 18.3 Harlow Council is not obliged to make a statement if this would involve the disclosure of information which would itself be exempt information.
- 18.4 A notice under any of these paragraphs will also contain details of any procedure provided by the Council for dealing with complaints about the handling of requests for information. The notice must also contain particulars of the right to apply to the Information Commissioner for a decision.
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19. Exemptions

- 19.1 Harlow Council may be exempt from its duty to disclose information or its duty to confirm or deny whether it holds information if it falls under one of the exemptions contained in the Legislation.
- 19.2 There are two general categories of exemptions, those that are absolute, and those that are qualified:
- Where exemptions are **qualified** there is a duty to weigh up the public interest in disclosing information against the public interest in withholding the information.
- In the case of **absolute** exemptions, there is generally no obligation on the Council to disclose the information or consider the public interest in possible disclosure and generally no requirement on the Council to confirm or deny that it holds such information.
- 19.3 There are 23 exemptions listed in the Legislation (see Appendix B), but only 6 are absolute exemptions and 2 are absolute in part. Even in the case of absolute exemptions Harlow Council is still under the obligation to provide reasonable advice and assistance to persons making requests.
- 19.4 The existence of an absolute exemption does not mean that disclosure is not required in all cases; it means that disclosure is not required by this Act. For example, disclosure of personal information to a data subject may be required under the provisions of the Data Protection Legislation.
- 19.5 The second general category of exemption covers those which are qualified, where there is a duty for the Council to consider the public interest in confirming or denying that the information exists and in disclosing information.
- 19.6 In the event of a complaint that information is not provided in response to a request under the Legislation, the Information Commissioner can, on request, decide whether the information in question is subject to the exemption that has been applied, unless a certificate which provides conclusive evidence of the application of the exemption applies.

20. Complaints procedure

- 20.1 Harlow Council has in place a procedure for dealing with complaints from people who consider that their request has not been properly handled, or who are otherwise dissatisfied with the outcome of their request and that the issue cannot be resolved in discussion with the official dealing with the request.
- 20.2 When communicating any decision made in relation to a request under the Legislation, the Council will provide details of its complaints procedure, including how to make a complaint. Where practicable, a person who was not a party to the original decision will handle the complaint. If this is not possible, the circumstances will be explained to the complainant. In all cases, the complaint will be acknowledged and the complainant will be informed of the outcome of his or her complaint.
- 20.3 Harlow Council will advise the applicants of a target time for determining complaints. If a complaint is not going to be dealt with within the target time, the authority will inform the complainant and explain the reasons for the delay.
- 20.4 Records will be kept of all complaints and of their outcome. The Council has procedures in place for monitoring and reviewing complaints, and, if necessary, amending policies where such action is indicated by regular reversals of initial decisions.
- 20.5 Where the outcome of a complaint is that an initial decision to withhold information is upheld, or is otherwise in the Council's favour, the applicant will be informed of his / her right to apply to the Information Commissioner, and will be given details of how to make an application for a decision on whether the request for information has been dealt with in accordance with the requirements of the Legislation.
- 20.6 Details of the [Council's Complaints procedure](#) are available on the Council's website.
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ENVIRONMENTAL INFORMATION REGULATIONS 2004

The Environmental Information Regulations 2004 ("the Regulations") replace and widen the scope of the Environmental Information Regulations 1992 and from 1 January 2005 granted the public wider rights to request access to environmental information held by the Council, this includes information held on behalf of any other person, subject to certain conditions and exceptions contained in the Regulations. Any person making a request for environmental information to the Council is entitled to receive that information no later than 20 working days after the Council receives the request.

The Regulations stipulate that a request for environmental information does not need to be in writing.

21. Statement of Intent

- 21.1 Harlow Council intends to fulfil all its obligations under the Environmental Information Regulations 2004.
- 21.2 The Council will ensure that the public will have a general right of access to information it holds, subject to the conditions and exemptions contained in the Regulations.
- 21.3 In cases where an exception from disclosure applies to the information, the Council will inform the applicant whether they hold the information, and communicate the information to him / her, unless to do this is not in the public interest. In these cases the applicant will be informed of the reason the exception applies to the information e.g. information requested may be commercially sensitive.
- 21.4 The Council will ensure that it progressively makes information available to the public by electronic means which are easily accessible.
- 21.5 The Council will ensure that proper training is provided to officers who may be required to provide information, and that these officers are familiar with the requirements of the Regulations, taking into account any relevant guidance on good practice issued by the Information Commissioner.

22. Making requests for information

- 22.1 Since 1 January 2005 the public have had a general right of access to any recorded environmental information however it is held. This includes information held by the Council on behalf of another person.
 - 22.2 Requests for information can be made verbally or in writing, and must provide the name of the applicant and an address to which the information can be sent. The Council intends to respond to requests within 20 working days, although this can be extended to 40 working days for complex and high volume requests.
 - 22.3 Harlow Council will provide advice and assistance (as set out below) to those who propose to make, or who have made requests for information to it in order to facilitate their rights under the Regulations.
 - 22.4 Harlow Council will publish their procedures for dealing with requests for information, which will include an address or addresses (including an e-mail address where possible) to which applicants may direct requests for information or for assistance.
 - 22.5 Harlow Council will provide assistance to an applicant to enable him/her to describe more clearly information requested if his/her initial description is insufficient for the Council to identify and locate such information. This may include providing the applicant with an outline of the different kinds of information which might meet the terms of the request, detailed catalogues and indexes of information, a general response to the request setting out options for further information which could be provided on request.
 - 22.6 If, following the provision of such assistance, the applicant has failed to describe the information requested in a way that would enable the Council to identify and locate it the Council is not expected (obliged) to seek further clarification. The Council must disclose any information relating to the application, which has been successfully identified and found, and which can be disclosed under the
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provisions of the Regulations. The Council should also explain to the applicant why it cannot take the request any further and provide details of its complaints procedure.

- 22.7 Harlow Council will not require information from an applicant which he or she cannot reasonably be expected to possess, such as a file reference number, or a description of a particular record, unless this information is made available by the Council for the use of applicants.

23. Requests for information where the Public Interest must be considered

- 23.1 Where Harlow Council needs to consider the public interest test in respect of a request for information, the Council will do so no later than 20 working days after the date of receipt of the request.

24. Fees

- 24.1 The Regulations allow the Council to charge a 'reasonable fee' for complying with a request, unless they are providing access to a public register or if the applicant examines the information at a place made available by the authority.
- 24.2 The Council's fees and charges for Environmental Information are detailed in Appendix D - Fees and Charges Policy.
- 24.3 Fees and charges under this provision will be reviewed annually and recommendations made Committee, to ensure that any charges made for information are within the terms of any relevant guidance issued by, or approved by, the Information Commissioner or relevant government departments.

25. Transferring requests for information

- 25.1 When Harlow Council receives a request for information which it does not hold and which is not held by any other person on its behalf and it believes the information is held by another authority, then it will consider whether it can consult that authority with a view to finding out whether it does actually hold the information and, if so, whether it should transfer the request to it or ask the Applicant to re-apply to the other authority. Harlow Council will be under a duty to take into account before transferring the request whether the applicant would object or whether a transfer is possible. Harlow Council will not disclose the identity of the applicant requesting the information unless they have consented to the disclosure. All transfers of requests must take place "as soon as practicable".
- 25.2 When a request for information has been transferred to another authority with the agreement of the receiving authority, then Harlow Council has no further responsibility for handling the request.
- 25.3 The Council should also consider the most helpful way of assisting the applicant with his or her request. This may be to inform the applicant that another authority holds the information and to provide him or her with contact details for that authority.

26. Consultation with third parties

- 26.1 The Council recognises that unless an exception is provided for in the Regulations in relation to any particular information it will be obliged to disclose that information in response to a request.
- 26.2 The Council acknowledges that, unlike the Freedom of Information Act, the Regulations contain no 'absolute' exceptions, and the lack of consent of a third party does not necessarily preclude disclosure. The Council will disclose the information if the public interest in disclosing it outweighs the public interest in withholding it.
- 26.3 The Council may consider that consultation is not appropriate where the cost of consulting with third parties would be disproportionate. In such cases, the Council will consider the most reasonable course of action for it to take in light of the requirement of the Regulations and the individual circumstances of the request.
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- 26.4 Where the interest of a number of third parties may be affected by a disclosure and those parties have a representative organisation that can express views on behalf of those parties the Council will, if it considers consultation appropriate, consider that it would be sufficient to consult that representative organisation. If there is no representative organisation, the Council may consider that it would be sufficient to consult a representative sample of the third parties in question.
- 26.5 The fact that the third party has not responded to consultation does not relieve the Council of its duty to disclose information under the Regulations, or its duty to reply within the time specified in the Regulations. In all cases, it is for the Council, not the third party (or representative of the third party) to determine whether or not information should be disclosed under the Regulations. A refusal to consent to disclosure by a third party does not, in itself, mean information should be withheld.

27. Public Sector contracts

- 27.1 When entering into contracts the Council will refuse to include contractual terms that purport to restrict the disclosure of environmental information held by the Council and relating to the contract beyond the restriction permitted by the Regulations. Unless an exception provided for under the Regulations is applicable in relation to any particular information, the Council will be obliged to disclose that information in response to a request, regardless of the terms of any contract. Where personal data is concerned, this will be done in accordance with the requirements of the Data Protection Legislation.
- 27.2 When entering into contracts with non-public authority contractors, the Council may be under pressure to accept confidentiality clauses so that information relating to the terms of the contract, its value and performance will be exempt from disclosure. The Council will reject such clauses wherever possible and explain the relevance of the public interest test. Where, exceptionally, it is necessary to include non-disclosure provisions in a contract, the Council will investigate the option of agreeing with the contractor a schedule of the contract that clearly identifies information which should not be disclosed. The Council will take care when drawing up any such schedule, and be aware that any restrictions on disclosure provided for could potentially be overridden by obligation under the Regulations, as described in the paragraph above. Any acceptance of such confidentiality provision must be for good reasons and capable of being justified to the Information Commissioner.
- 27.3 The Council will not agree to hold information 'in confidence' which is not in fact confidential in nature. The Council acknowledges that certain exceptions including those for commercially confidentiality, and voluntarily supplied data, are not available when the information requested is about emissions in to environment.
- 27.4 It is for the Council to disclose information pursuant to the Regulations, and not the non-public authority contractor. The Council will take steps to protect from disclosure by the contractor information that the authority has provided to the contractor (which would clearly be exempt from disclosure under the Regulations) by appropriate contractual terms. In these cases, contracts or other working arrangements will be made to ensure appropriate consultation about the handling of request for information exchanged between the parties. Any such constraints will be drawn as narrowly as possible and according to the individual circumstances of the case. Apart from such cases, the Council will not impose terms of secrecy on contractors.

28. Accepting Information in confidence from third parties

- 28.1 The Council will only accept information from third parties in confidence, if it is necessary to obtain that information in connection with the exercise of any of the Council's function and it would not otherwise be provided. Even in these circumstances the Council will explain the relevance of the public interest test and the fact that there could be circumstances in which the public interest in responding to a request outweighs the desires for confidentiality of a third party.
- 28.2 The Council will not agree to hold information received from third parties "in confidence" which is not confidential in nature. Again, acceptance of any confidentiality provisions must be for good reasons, capable of being justified to the Information Commissioner.
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29. Consultation with Devolved Administrations

- 29.1 Harlow Council may consult with the relevant devolved administration before disclosing information provided by or directly concerning that administration.

30. Refusal of Requests

- 30.1 If the Council refuses a request for information in accordance with an exception, the applicant will be informed in writing which exception has been claimed and why that exception applies, and will do so no later than 20 working days after the date of receipt of the request. The Council will state in its decision notice the reasons for claiming that the public interest in maintaining the exception outweighs the public interest in disclosure. The applicant will also be informed of the procedures for making a complaint about the discharge of the duties of the Council under the Regulations and the rights of appeal to the Information Commissioner.
- 30.2 Harlow Council is not obliged to make a statement if this would involve the disclosure of information which would itself be withheld in accordance with the Regulations.
- 30.3 The Council will keep a record of all notices issued to refuse requests for information.

31. Exceptions

- 31.1 There is a presumption under the Regulations that environmental information must be released, unless there are strong public interest considerations to justify withholding it (outweighing the public interest in release).
- 31.2 Refusal is only permissible on the limited grounds set out in the Regulations. Details of the exceptions under the Regulations are listed at Appendix C.

32. Complaints procedure

- 32.1 Harlow Council has in place a procedure for dealing with complaints from people who consider that their request has not been properly handled, or who are otherwise dissatisfied with the outcome of their request and the issue cannot be resolved in discussion with the official dealing with the request.
- 32.2 When communicating any decision made in relation to a request under the Regulations, the Council will provide details of its complaints procedure, including how to make a complaint. Where practicable, a person who was not a party to the original decision will handle the complaint. If this is not possible, the circumstances will be explained to the complainant. In all cases, the complaint will be acknowledged and the complainant will be informed of the outcome of his or her complaint.
- 32.3 Harlow Council advises applications of target times for determining complaints. If a complaint is not going to be dealt with within the target time, the authority will inform the complainant and explain the reasons for the delay.
- 32.4 Records will be kept of all complaints and of their outcome. The Council has procedures in place for monitoring complaints and for reviewing, and, if necessary, amending, policies where such action is indicated by regular reversals of initial decisions.
- 32.5 Where the outcome of a complaint is that an initial decision to withhold information is upheld, or is otherwise in the Council's favour, the applicant will be informed of his / her right to apply to the Information Commissioner, and will be given details of how to make an application for a decision on whether the request for information has been dealt with in accordance with the requirements of the Regulations.
- 32.6 Details of the [Council's Complaints procedure](#) are available on the Council's website.
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APPENDIX A – Environmental Information Definition

Environmental Information is defined as information that relates to:

- (a) the state of the elements of the environment such as, air and atmosphere, water, soil, land, landscape and natural sites including wetlands, coastal and marine areas, biological diversity and its components including genetically modified organisms, and the interaction among these elements;
- (b) factors, such as substances, energy, noise, radiation or waste, including radioactive waste, emissions, discharges and other releases into the environment, affecting or likely to affect the elements of the environment referred to in (a);
- (c) measures (including administrative measures), such as policies, legislation, plans, programmes, environmental agreements, and activities affecting or likely to affect the elements and factors referred to in (a) and (b) as well as measures or activities designed to protect those elements;
- (d) reports on the implementation of environmental legislation;
- (e) cost benefit and other economic analyses and assumptions used within the framework of the measures and activities referred to in (c); and
- (f) the state of human health and safety, including the contamination of the food chain, where relevant, conditions of human life, cultural sites and built structures in as much as they are affected by the state of the elements of the environment referred to in (a) or, through those elements, by any of the matters referred to in (b) and (c).

APPENDIX B – Freedom of Information Act 2000 - Exemptions

Absolute exemptions

- **Information accessible to the applicant by other means.**
If information is reasonably accessible to the applicant by a route other than the Legislation it is exempt information. This is the case even if the applicant would have to pay for the information under that alternative route. This exemption includes cases where an authority is required to communicate information under other legislation, for example in birth, marriage and death certificates, and where the information is available via publication schemes. Even though the information is exempt the duty to confirm or deny will still apply.
- **Information dealing with security matters** supplied by, or relating to, bodies dealing with security matters specified by the Legislation.
- **Court records.**
- **Parliamentary privilege** (as certified by the Speaker of the House or Clerk of the Parliaments).
- **Information provided in confidence** (where disclosure of the information would constitute an actionable breach of confidence).
- **Disclosure of information which is prohibited by any enactment that is incompatible with any EU obligation or would be a contempt of Court.**

Absolute in part:

- **Prejudice to effective conduct of public affairs** (only so far as relating to information held by the House of Commons or the House of Lords).
- **Personal information** (absolute where the applicant is the data subject of the information, as these requests should be dealt with under the Data Protection Legislation, but not in relation to information relating to a third party).

Qualified exemptions (subject to the Public Interest Test)

- **Information intended for future publication.**
If, when you receive a request for information, you are preparing the material and definitely intend for it to be published, this exemption can be applied where it is reasonable not to disclose the information until it is published. You do not need to have identified a publication date, however it is useful to advise the applicant as to an expected timescale for publication. If applying this exemption, you should intend for the information to be published in the near future, for example within six months.
This exemption will only apply to the material you intend to be published and therefore it does not necessarily apply to all draft materials or background research, which you could be required to disclose.
 - **National security** (excluding matters covered by the absolute exemption).
 - **Defence.**
 - **International Relations.**
 - **Relations within the UK** (Information likely to prejudice relations between the UK administrations e.g. UK Government, National Assembly for Wales.)
 - **The economy.**
 - **Investigations and proceedings conducted by public authorities.**
 - **Law enforcement.**
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- **Audit functions.**
 - **Formulation of government policy.**
 - **Communications with the Queen.**
 - **Health and safety.** (Information is exempt if its disclosure would, or would be likely to, endanger the physical or mental health of any individual or endanger the safety of any individual.)
 - **Environmental information** – please see Appendix C below.
 - **Legal Professional Privilege** – please seek the advice of Legal Services if you believe this exemption applies to the requested information.
 - **Commercial Interests** (Information is exempt if it constitutes a trade secret or would, or would be likely to, prejudice the commercial interests of any person, including Harlow Council).
The duty to confirm or deny does not arise if prejudice would result to commercial interests, but not where the information constitutes a trade secret.)
 - **Public Interest Test**
In all the circumstances of the case the public interest in maintaining the exception outweighs the public interest in disclosing the information.
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APPENDIX C – Environmental Information Regulations 2004 – Exceptions

A public authority may refuse to disclose environmental information if:

- in all the circumstances of the case, the public interest in maintaining the exception outweighs the public interest in disclosing the information;
- the information requested includes personal data of which the applicant is not the data subject and disclosure would contravene the Data Protection Legislation;
- an exception to the disclosure of the information applies. The exceptions are:
 - 4(a)** the authority does not hold the information when an applicant's request is received;
 - 4(b)** the request for information is manifestly unreasonable;
 - 4(c)** the request for information is formulated in too general a manner and the authority has complied with its duty under Regulation 9 to ask the applicant for more details in relation to the request;
 - 4(d)** the request relates to material which is unfinished or incomplete;
 - 4(e)** the request involves the disclosure of internal communications;

The request involves disclosure which would adversely affect:

- 5(a)** international relations, defence, national security or public safety;
- 5(b)** the course of justice, the ability of a person to receive a fair trial or the ability of an authority to conduct an inquiry of a criminal or disciplinary nature;
- 5(c)** intellectual property rights;
- 5(d)** the confidentiality of the proceedings of that or any other public authority which such confidentiality is provided by law;
- 5(e)** the confidentiality of commercial or industrial information which such confidentiality is proved by law to protect a legitimate economic interest;
- 5(f)** the interest of the person who provided the information where that person:
 - (i)** was not under, and could not have been put under, any legal obligation to supply it to that or any other public authority,
 - (ii)** did not supply it in circumstances such that that or any other public authority is entitled apart from the Regulations to disclose it, and
 - (iii)** has not consented to its disclosure.
- 5(g)** the protection of the environment to which the information relates.

A public authority does not have to confirm or deny whether information exists if confirmation or denial would involve the disclosure of information which would adversely affect international relations, defence, national security or public safety, and would not be in the public interest.

A public authority cannot refuse to disclose environmental information relating to emissions under exceptions 5 (d) to (g) above.

APPENDIX D

Fees and Charges Policy

Date: **15/05/2018**
Version: **6.0**
Author(s): **Legal Services Manager**

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Policy Aim

This policy aims to ensure that Harlow Council operates a consistent and fair regime for charging for access to information.

The policy applies to information requests falling under the Freedom of Information Act 2000 (FOIA), the Environmental Information Regulations 2004 (EIR) and also subject access requests for personal information under the Data Protection Legislation.

The above legislation is intended to build on existing access channels rather than replace existing access regimes. Therefore if information is reasonably accessible to applicants through other means, such as through other legislation or the Council's Publication Scheme, it is exempt from this policy. Where information is otherwise available, this means the rules for costing and charging for compliance with the Act do not apply.

Introduction

The Freedom of Information Act, Environmental Information Regulations, and the Data Protection Legislation allow public authorities to charge for answering requests for information in certain cases. This policy aims to set out the fees to be levied by Harlow Council for such requests, and outlines:

- (a) when Harlow Council will charge fees
- (b) how fees will be calculated
- (c) the procedures that will be followed

Scope of Policy

The Policy applies to all Members, Officers and other staff within Harlow Council.

Policy Statement

Harlow Council believes that public access to its information improves understanding and strengthens confidence in the work it undertakes. The Council strongly encourages a culture of openness and accountability within the organisation and aims to release as much information as possible both routinely and in response to requests for information.

Procedures and Guidance

1. Fees Regulations

- 1.1 The method of calculating charges within this policy is in line with The Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004.

2. Charges for requests under the Freedom of Information Act

- 2.1 Under Regulation 3 of the Fees Regulations, the "appropriate limit" is set at £450 for local authorities. Information will be supplied free of charge for requests costing less than £450, apart from any disbursement costs (see 5) that apply.
- 2.2 Based on the standard hourly rate of £25 specified in the Fees Regulations the maximum time spent finding, retrieving and collating information before it exceeds the £450 cost limit is 18 hours.
- 2.3 Public authorities are not obliged to respond to a request where it is estimated the cost of complying exceeds the "appropriate limit" level of 18 hours (i.e. £450).
- 2.4 Where the estimated cost of the request exceeds £450 Harlow Council will decline the request. However we will assist the requestor to redefine the request and determine what might be achieved within the "appropriate limit".
- 2.5 The value of £450 is calculated in staff time undertaking the following duties in relation to the request:
 - determining whether the information is held;

- locating the information, or a document which may contain the information;
- retrieving the information, or document which may contain the information;
- extracting the information to be disclosed from other information;
- communicating the information – this can include the time taken to write a response.

2.6 The following cannot be taken into account when calculating the time spent processing the request:

- checking that a request for information meets the requirements of FOIA;
- locating information due to poor records management practice;
- considering the application of exemptions or the public interest test;
- consulting third parties, including obtaining legal advice, prior to sending out the information;
- considering whether a request is vexatious or repeated;
- the time taken to calculate the fees;
- providing advice and assistance;
- overheads including IT running costs, building related costs etc.

3. Charges for Requests under the Environmental Information Regulations

3.1 Unlike FOIA, there is no “appropriate limit” for requests for information dealt with under the Environmental Information Regulations. The Regulations state that Harlow Council can apply a reasonable charge for providing Environmental Information. Charges levied may not exceed the “actual cost of producing the information” unless the public authority is entitled to levy a market based charge for the information.

3.2 No charges can be made for allowing an applicant:

- access to a public register or list of environmental information;
- to examine the information requested at the place which the public authority makes available for that purpose.

3.3 Also under EIR the Council cannot refuse to answer a request for information solely on grounds of cost.

3.4 In its day to day work the Council receive many requests from individuals and organisations for information about environmental issues. The majority of these requests are simple enquiries that require a basic answer and are dealt with promptly and without charge.

3.5 In the interests of consistency with the FOIA, Harlow Council will charge a standard fee of £25 per hour (based on the FOIA / DPA Fees Regulations) where the request for environmental information is more complex and requires the information to be specifically collated in order to respond to the request. Disbursement costs may also be charged (see 5).

4. Charges for Requests under the Data Protection Legislation

4.1 Requests from data subjects for access to personal information held by the Council about themselves, will be dealt with accordance with the Data Protection Legislation.

4.2 All requests must be answered and the personal information will be provided free of charge and within 20 working days, however a reasonable fee, based on the administrative cost of providing the information, can be applied where the request is manifestly unfounded or the requests are excessive / repetitive. In limited circumstance a request can be refused. Guidance should be sought from the Council’s Data Protection Officer as to whether these exemptions apply.

5. Disbursement Costs for FOIA and EIR Requests

5.1 Harlow Council will charge for disbursements, these include:

- photocopying or printing material;
- postage;
- producing material in an alternative format at the request of the applicant, such as putting it onto a CD Rom;

- providing extracts of databases;
- translating information into a different language at the request of the applicant.

5.2 The Council cannot charge to put the information into a different format where this is required by law, for example, the cost of producing material in Braille as required by the Disability Discrimination Act 1995.

5.3 Harlow Council's disbursement costs are listed at Appendix B

5.4 Fees notices will be issued for any disbursement costs prior to the information being disclosed (see 6). In cases where the total cost is less than £5 these charges will be waived. Above this we will charge the full cost including the initial £5.

6. Fees Notices

6.1 Where charges are indicated, a fees notice will be issued before the request is answered, giving an estimate of the costs involved. The applicant has three months to pay; if payment is not received within three months then Harlow Council does not have to answer the request.

6.2 FOIA requests have to be answered not later than the 20th working day following the date of receipt. Where fees apply, the date between the issue of the fees notice and the date when the fee is paid are disregarded in calculating the 20 day deadline.

6.3 EIR requests have to be answered not later than the 20th working day following the date of receipt, although this can be extended to 40 working days for requests deemed to be complex or very large. The date between the issue of the fees notice and the date when the fee is paid are disregarded in calculating the 20 day deadline.

6.5 If the actual cost of answering the request is greater than the estimated cost, Harlow Council will bear the additional cost.

6.6 If the actual cost of answering the request is less than the estimated cost charged, Harlow Council will refund the excess if the difference is over £10.

7. Combining requests

7.1 Requests can be combined in specified cases for the purposes of calculating fees where two or more requests for information are made to Harlow Council where:

- they are from the same person, or from different persons who appear to be acting together or in pursuance of a campaign;
- the request relates to the same or similar information;
- the requests have been received within a space of 60 consecutive working days.

7.2 This provision is designed to prevent individuals or organisations undermining the “appropriate limit” by splitting a request into smaller parts.

7.3 Harlow Council will exercise caution when considering whether requests should be combined; decisions will be made about combined requests on a case by case basis.

8. Value Added Tax

8.1 HM Revenue and Customs normally consider that most of the information released under the FOIA, EIR and Data Protection Legislation constitutes a non-business activity where the information could only be provided by a public authority. As such fees and charges will be “outside the scope” of Value Added Tax (VAT). This means that no VAT should be added to fees.

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- 8.2 The key determining factor as to whether VAT is charged is whether the information is available from another source that is not a public authority.
- 8.3 Basically:
- If the Council is asked for information and the information is only available from the Council or another public authority, any chargeable fees do not attract VAT.
 - If the Council is asked for information that is available from another non-public authority source, any fees do attract VAT.

Further Information

Further information on the legislation referred in this policy can be found at:

www.harlow.gov.uk Access to Information

www.legislation.gov.uk Freedom of Information Act 2000 (FOIA)
General Data Protection Regulation
2016/679 (GDPR)
Environmental Information Regulations 2004 (EIR)
FOIA and DPA (Appropriate Limit and Fees) Regulations 2004

www.justice.gov.uk Guides on FOIA and DPA

www.defra.gov.uk Guides on EIR

www.ico.org.uk Regulatory body for FOIA, Data Protection and EIR

Appendix A - Definition of Terms used in this Policy

Appropriate limit	The cost limit set by the Fees Regulation under FOIA.
Disbursement Costs	The cost of physically producing the information and sending it out i.e. photocopying, postage etc.
Environmental Information	<p>The definition of environmental information is very broad and includes information on:</p> <ul style="list-style-type: none"> • The state of the elements of the environment, such as air, water, soil, land, landscape and natural sites, flora and fauna. • the state of human health and safety, conditions of human life, the food chain, cultural sites and built structures in as many as they are or may be affected by the state of the elements of the environment. • Factors affecting the environment, such a substances, energy, noise radiation or waste. • Measures and activities affecting, or intended to protect, the state of the elements, such a policies, legislation, plans, programmes and environmental agreements. • Emissions discharges and other releases into the environment. • Cost-benefit and other economic analysis used in environmental decision-making.
Exemptions	Some information is exempt from disclosure. Specific exemptions may apply and in some cases it will be necessary to consider the public interest.
Personal information	Information relating to a living and identifiable individual which is biological in a significant sense.
Public interest test	When applying the public interest test, Harlow Council is simply deciding whether in any particular case it serves the interest of the public better to withhold or to disclose the information.
Publication Scheme	A public commitment to make certain information available and a guide to how that information can be obtained.
Reasonably accessible	If there is another route by which someone can obtain information there is no need for Harlow Council under FOIA to provide access e.g. where it is already available by means of other legislation or if it is available via the Council's publication scheme.
Vexatious request	If the main effect of the request would be disproportionate inconvenience or expense then it would be vexatious.

Appendix B – Disbursement Charges

Copying and Printing	Cost per sheet
A4 black and white	£0.10 per printed side
A3 black and white	£0.20 per printed side
A4 colour	£0.50 per printed side
A3 colour	£1.00 per printed side
A2 black and white – plan	£1.00
A1 black and white – plan	£1.50
A0 black and white – plan	£2.00
A2 colour - plan	£2.00
A1 colour – plan	£4.00
A0 colour – plan	£8.00
Formats	
CD Rom	£0.60
Postage	
Standard postal charges will be applicable depending on weight, class and destination	