

Information Management and Policy Services (IMPS):

Advice for IMPS Contacts for dealing with an FOI request

The following is provided in order to assist you with locating and providing information requested via the Freedom of Information Act.

(1) Please tell us *straight away* if:

- There are any elements of the request that will need clarification from the requestor.
- The request, or any elements of it, needs to go to other IMPS contacts / departments, IMPS will then redirect.
- Locating any element of the request is expected to exceed 18 hrs. A 'workings' calculation would be very helpful (e.g. 1000 records, x minutes per record check =). IMPS only require an estimate, no need to begin the search or work up to 18 hours if it looks likely to exceed 18 hours work.
 - If it is expected that locating relevant data would exceed 18 hours, please also advise us what may be achievable within the limit so we can advise the requestor accordingly.

(2) General guidance:

- 'N/A' can be used only where the answer is not required (usually by virtue of a 'not held' answer on another question)
 - If information is held, we must advise the requestor of this, even if it is not easily retrievable (see point 1.3 above). 'Not available' should not be used if we hold the information *anywhere* within the University.
- All questions should be answered, please check this before return, to avoid us having to come back and check with you.
- If there are any concerns regarding the disclosure of information in reply to the FOI request, please, explain these to IMPS. IMPS will then assess any exemptions that may apply based on FOI legislation.
 - FOI requests may request personal data. IMPS team will assess whether this engages any exemptions once we have the data back, so the full original request will still come to you, and we will need the full data in reply. We will then make an assessment.
 - If you believe there are any commercial sensitivities around the information requested, please let us know (we will still need the information, but will take into account any concerns when considering the application of exemptions).

Thanks in advance for your help. Please do not hesitate to contact us if you require any further advice when dealing with a request.