



## Information Security, Data Protection and Freedom of Information, for Schools

### Haslam Park Primary School

Author: **Information Management Unit, Children's Services Department**  
Adopted from LA December 2014

## Document Control

### Amendment History

Version / Issue No.	Date	Author	Remarks / Reason for Change
1.0	04/12/2008	Neil Bell	
2.0	20/03/2009	Neil Bell	Raised the profile of the security aspect

### Sign-Off List

Name	Position
Paul Rankin	Knowledge and Information Manager

### Distribution List

Name	Position	I / R

### Related Documents

Reference No.	Title	Author	Version & Date

## Contents

<b>CONTENTS .....</b>	<b>3</b>
<b>INTRODUCTION .....</b>	<b>4</b>
<b>INFORMATION SECURITY AND HANDLING PERSONAL INFORMATION .....</b>	<b>5</b>
<b>DATA PROTECTION ACT 1998.....</b>	<b>7</b>
Why?.....	7
What? .....	7
How?.....	7
General guidance .....	8
Subject Access Requests .....	8
Requests from others who are not the data subject.....	13
<b>FREEDOM OF INFORMATION ACT 2000.....</b>	<b>14</b>
Why?.....	14
What? .....	14
How?.....	14
General guidance .....	14
Freedom of Information sample standard letters .....	17
<b>CONTACT INFORMATION.....</b>	<b>24</b>

## Introduction

This document is designed to provide school leadership teams with essential guidance on the requirements of the Data Protection Act and the Freedom of Information Act and hopefully gives a practical view of information security.

This guidance is not designed to provide every answer on two quite complex and sometimes confusing acts of law but give your team the building blocks of knowledge to help you develop policy and procedures within your school.

The diagram at the bottom of this page is designed to help you decide which law applies when someone asks the school for information.

If you have any specific, Bolton Council's Information Management Unit offers training courses and can provide support and advice:

### The Information Management Unit

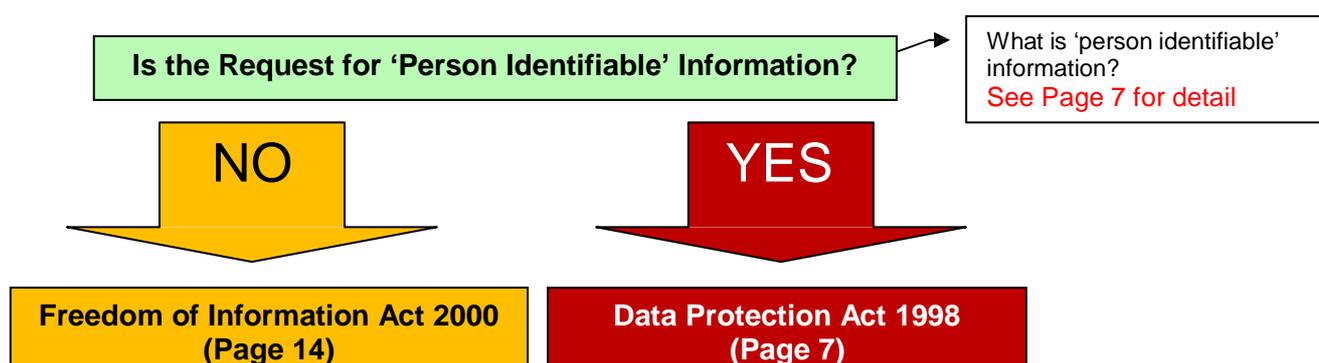
PO Box 53

BL1 1JW

01204 33 2129

[ec\\_imu@bolton.gov.uk](mailto:ec_imu@bolton.gov.uk)

Both the Data Protection Act and the Freedom of Information Act allow requests for information from your school. The following will help you decide which act applies to each specific request:



# Information Security and Handling Personal Information

1. The following frequently asked questions are to help you understand your role and responsibility when handling personal or confidential information.

## 1.1. What is Personal Information?

Personal information is Information that can identify a living individual or a small group of specific individuals by its content alone or by its content and any potential link to other information that may be available from another source.

## 1.2. Who can I share personal information with?

- Other practitioners to improve outcomes for children
- Through requests from the data subject themselves
- In certain circumstances with official bodies such as the police or DWP conducting investigations. All requests should be in writing and in an appropriate format

## 1.3. Can I send personal information by email to recipients outside the Bolton schools Network?

- Personal or confidential information should only be sent by normal (unencrypted) email to recipients your school **where there is no reasonable alternative and where not sending the information would cause a risk to anyone**. When sending an e-mail under these circumstances it is essential that the e-mail address is verified before sending.
- The information management unit can help with sending information outside schools with third parties securely. Please contact us for more information on 33 2129

## 1.4. Can I store personal information on a memory stick?

- Personal, confidential or sensitive information should never be stored on portable media.
- Portable media includes Memory/USB sticks, CD's, Floppy disks, mobile phones, PDA's, Laptops, flash memory cards or anything else that can store information independently to the schools computer systems.
- You are personally responsible for the safety of any school information/data you store on a memory stick. If you remove it from school premises you are responsible for ensuring its safe transport.

## When and how do I dispose of information?

There are retention guidelines for schools published on My Briefing these will tell you how long to keep records, once the retention period has finished destroy you information securely:

- If its paper – SHRED IT

- If its electronic – ERASE IT (be careful things can be retrieved, speak to schools ICT or the information management unit for advice)

### **What do I do if information is lost?**

Loss of information is not about apportioning blame, it is about minimising the harm that can be caused and learning from the lessons. If you experience loss of information either through theft of equipment or loss of media, contact the Information Management Team as soon as possible on 01204 33 2129

# Data Protection Act 1998

## Why?

- 1.5. Data protection has been around since the mid 1970's; it has evolved roughly inline with the use of computers to store electronics records about people.
- 1.6. The act came about following EEC requirements for laws supporting the European Convention for Human Rights, particularly Article 8, the right to privacy
- 1.7. Two versions of the act have come into force, the first in 1984 which cover electronic records only and then in 1998 when it was extended to cover all forms of records such a paper files.

## What?

- 1.8. Data protection is only about personal information
- 1.9. Personal information is:
  - Information that can identify a living individual or a small group of specific individuals by its content alone or by its content and any potential link to other information that may be available from another source.
  - Only living individuals are protected under the act, the deceased may be protected by other means beyond the scope of this guidance.
- 1.10. The act has 8 principles:
  - i. Personal data shall be processed fairly and lawfully.
  - ii. Personal data shall be obtained only for one or more specified and lawful purposes.
  - iii. Personal data shall be adequate, relevant and not excessive.
  - iv. Personal data shall be accurate and, where necessary, kept up to date.
  - v. Personal data shall not be kept longer than necessary.
  - vi. Personal data shall be processed in accordance with the rights of data subjects.
  - vii. Personal data shall be kept secure
  - viii. Personal data shall not be transferred out the European Economic Area unless special arrangements are in place.

## How?

- 1.11. Protecting personal information should be built into the way your school:
  - Collects information
  - Stores information
  - Processes information

- Shares information with others (even within school)

## General guidance

- 1.12. Personal information should only be used in the best interests of the individual it relates to unless there are statutory requirements such as crime detection/ prevention.
- 1.13. Personal information should not be collected unless there is a school need to collect and store that information
- 1.14. Data protection **does not** restrict the safe and secure sharing of information between practitioners when working in the best interests of a child or young person
- 1.15. There are times that an official body such as the police or DWP will ask the school for personal information. There are very clear reasons for this and the onus is on the official body to supply enough information for you decide if you should release the information requested. As a minimum these requests should be in writing, state their right in law to access the information and an investigation reference number
- 1.16. Bolton Council's Information Management Unit is on hand to provide guidance if this occurs.
- 1.17. Keep your information secure, we have provided general guidelines earlier in the document, detailed BECTA guidelines can be found [here](#).
- 1.18. Children and parents have a right in law to request to see and take away a copy of the information your school holds about them, this is known as a **Subject Access Request**.

## Subject Access Requests

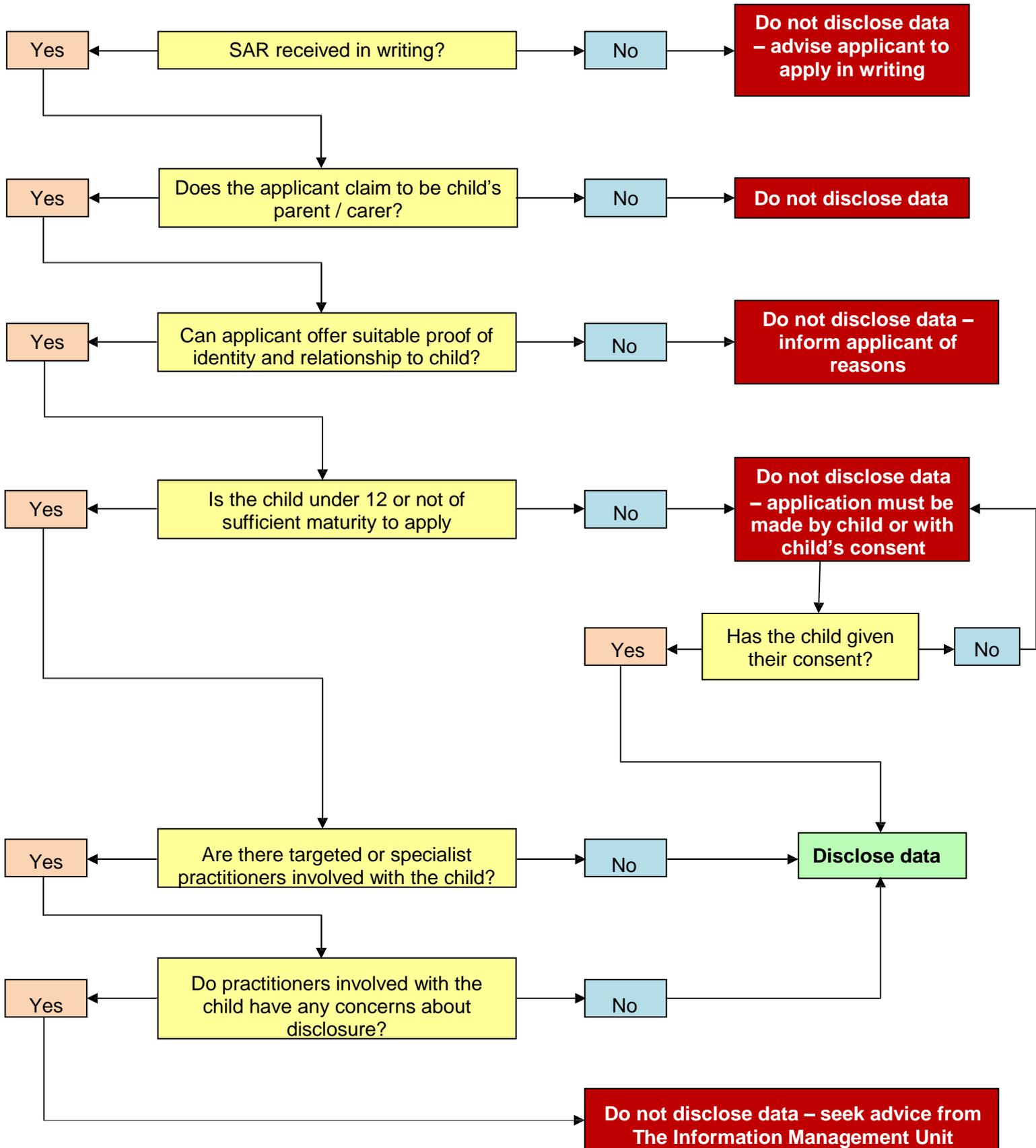
- 1.19. The above requests must be in writing but they are not required to quote the Data Protection Act
- 1.20. This does not give the requestor the right to directly access your records or systems.
- 1.21. It is recommended that you keep a detailed log of such requests with copies of the request and also a copy of what was and was not disclosed and your reasons why you didn't disclose the whole record (if applicable).
- 1.22. **Remember** some people may not be who they say they are, if you are not sure, ask for ID and take a copy for your log.
- 1.23. A person requesting to see a record is only entitled to see their own information or their child's if they have parental responsibility. If the parents of a child are married to each other or if they have jointly adopted a child, then they both have parental responsibility. This is not automatically the case for unmarried parents. According to current law, a mother always has parental responsibility for her child. A father, however, has this responsibility only if he

is married to the mother or has acquired legal responsibility for his child through one of these three routes:

- (after December 1 2003) by jointly registering the birth of the child with the mother
- by a parental responsibility agreement with the mother
- by a parental responsibility order, made by a court

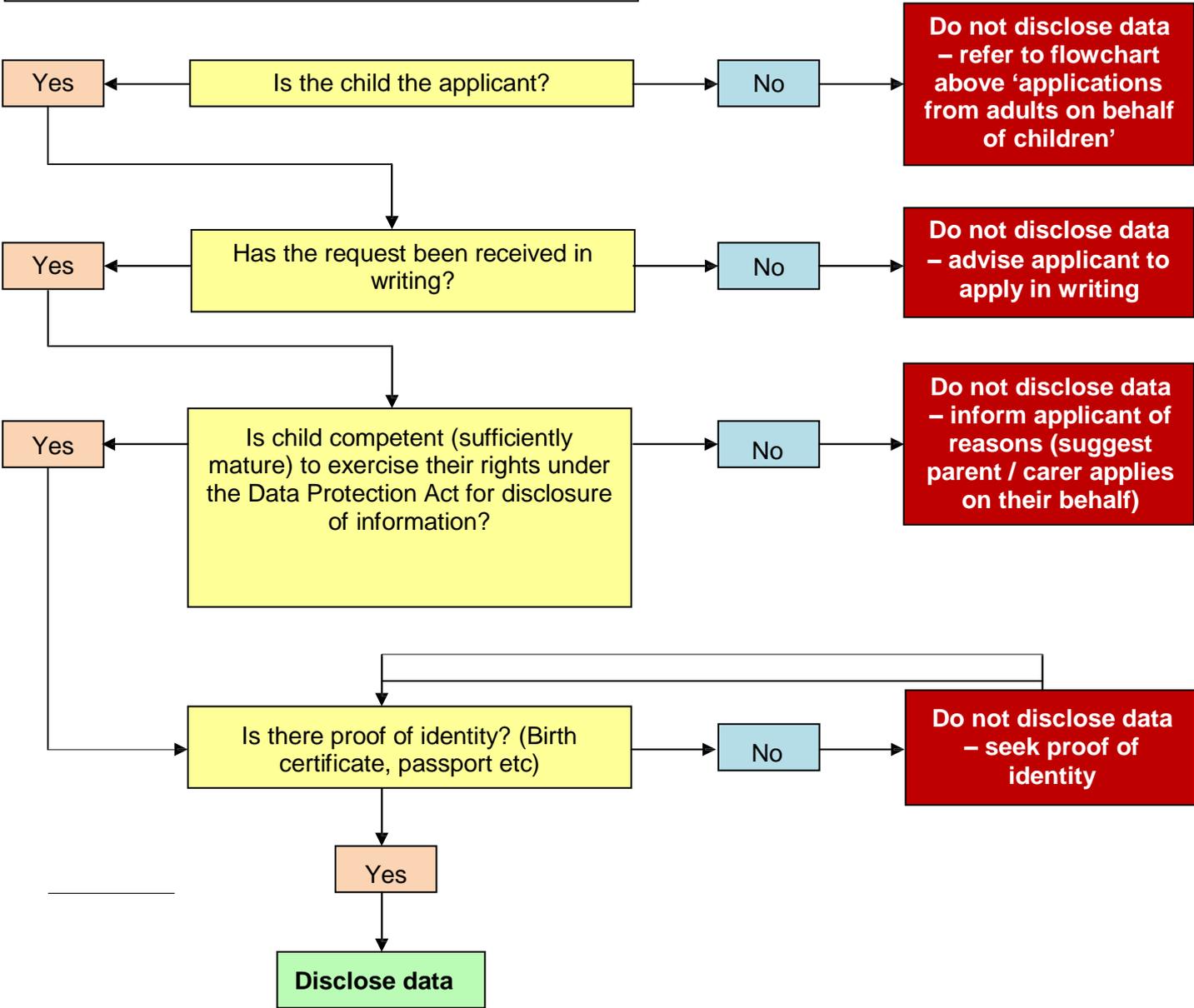
- 1.24. Living with the mother, even for a long time, does not give a father parental responsibility and if the parents are not married, parental responsibility does not always pass to the natural father if the mother dies.
- 1.25. If the information requested contains third party information you must consider the third parties rights by either asking them if they mind their information to be disclosed or if they are unavailable you could still decide to disclose if you believe the information is invaluable to the information disclosed on the whole.
- 1.26. If a child is over the age of 12, they may be sufficiently mature enough to their own rights in the Data Protection Act. (page 11, Subject Access Requests)
- 1.27. Information created by professionals such as teachers, educational social workers etc. would normally not be considered as third party information because their records form part of the record of the individual concerned.
- 1.28. If you decide to blank out parts of the record you are disclosing, it is recommended you provide an explanation of why you have done this.
- 1.29. These requests are quite often surrounded by sensitive situation, it is recommended that once the information has been collated, the requester is invited to the school to view the information with a copy available to take away ( a suitable person should be on hand to present the information in a supportive manner and to explain any terminology or acronyms that may not be fully understood or may be misleading)
- 1.30. You have **40 Calendar days** to provide access to the requested information, if you require ID the clock stops whilst you confirm this but shouldn't be used as tool for extending the period allowed.
- 1.31. Seeking consent from 3<sup>rd</sup> parties can take time; try to ascertain if this is required early in the request to allow you enough time to complete with 40 days.
- 1.32. From Adults on behalf of children:
  - 1.32..1. Strictly speaking a Subject Access Request can only be made by the data subject (the individual the information is about)
  - 1.32..2. In the Data Protection Act there is a presumption that a child of 12 or over has sufficient maturity to exercise their rights in relation to information held about them. Of course some children under 12 will have sufficient maturity and some over 12 will not. (making the judgement is a matter of professional opinion that a teacher is quite capable of making)
  - 1.32..3. A parent only has right of access **on behalf of a child** until the child reaches sufficient maturity or with a child's consent. The following two flowcharts will guide you in this:

Applications from adult on behalf of a child



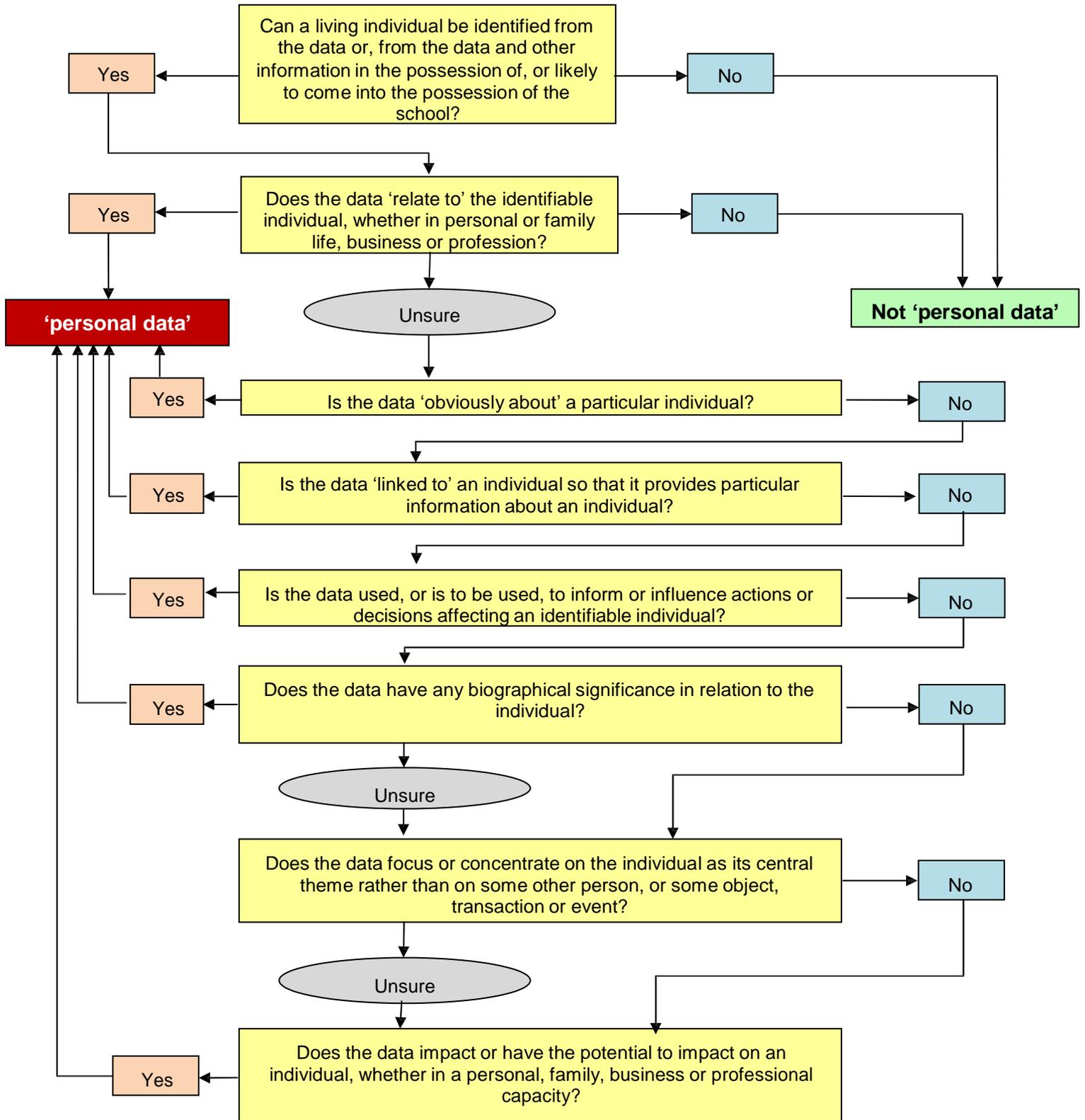
**All Decisions should be recorded**

Subject Access Request from children aged 12 or over



**All Decisions should be recorded**

Determining if data is 'personal data' under the Data Protection Act 1998



**All Decisions should be recorded**

## Requests from others who are not the data subject.

1.33. There are some official bodies that may require personal data without the explicit consent from the person who the information is about, the following list is not exhaustive but gives an indication of the types of organisation that may need this power.

- Council tax investigation team
- Housing Benefit investigation Team
- Police
- Uk Border agency
- Department for Work and Pensions
- HM Revenue and Customs
- Child Support Agency
- Health and Safety Executive

1.34. This can be a very complex situation especially when the requester is quoting unfamiliar legislation as to their rights to access your information. Generally these groups will know how to formally ask you for information; they need to provide you with enough information for you to make an informed decision without pressure. REMEMBER they are after your information which means you are in charge as the data controller. The Information management unit will always be on hand in these situations on: **01204 33 2129**

1.35. **Data protection is a lot about common sense, if it doesn't 'feel' right it probably isn't**

# Freedom of Information Act 2000

## Why?

- 1.36. The Freedom of Information Act became law in January 2005, the act gave the public a direct option to ask for and receive any information in the ownership of a public body
- 1.37. The intention is to promote public confidence in public services such as Central Government, Local Government, Police, Health and education.

## What?

- 1.38. Freedom of information entitles any member of public including journalists and press associations to ask for any piece of information that your school holds
- 1.39. As a general rule of thumb, all information is available for release unless there is a specific exception within the Freedom of Information Act.

## How?

- 1.40. Always keep in mind that all information held within your school is potentially accessible to any member of the public including journalists
- 1.41. All request must be received in writing, emails are acceptable
- 1.42. You have **20 working days (not including school holidays)** to respond to a Freedom of Information Request. If you are not sure what the requester is asking for you can 'stop the clock' whilst you clarify their request.
- 1.43. It is recommended that you keep a log of all requests and your responses including the dates received and completed; this is particularly useful if you are asked for the same information twice.

## General guidance

- 1.44. Freedom of information does not give someone the right to directly access your records
- 1.45. You are required to provide assistance throughout the individual's request.
- 1.46. **Personal information is not to be supplied under the Freedom of Information Act.**
- 1.47. A person applying for information has the right to be told if the information requested is held by the school, and if that is the case to have the information sent (subject to any exemptions). This obligation is known as the school's 'duty to confirm or deny' that it holds the information. However the school does not have to confirm or deny if an exemption applies and to confirm or deny would alone provide information

- 1.48. There are a series of exemptions that may apply to the information requested.
- 1.49. If you use an exemption to not release the requested information, remember you will almost always be asked to justify your reasons by the requester and potentially could be questioned by the Information Commissioners office, a public body capable of prosecution under the act.
- 1.50. The exemptions possibly available to schools are as follows:

#### Absolute exemptions

- **Reasonably accessible by other means** – (the information requested is publicly available elsewhere such as your school or Bolton Council’s websites)
- **Legal prohibition on disclosure** – (such as exam results prior to the official release date).
- **Effective conduct of public affairs** – (quite often the school governors will need to discuss matters such as strategic staff planning, possibility of school closure or conversion to an academy that requires the governors ‘time to breath’ on such decisions without immediate public scrutiny, again this is a temporary exemption as the ‘time to breath’ will not be a permanent requirement).
- **Information provided in confidence** – (If your school holds information that an assurance of confidence was given when the information was recorded or collected)

#### Qualified exemptions

- **Health and Safety** – (If you suspect that the information you release may endanger the health and safety of students or staff such as a request for the design plans for the school)
- **Intended for future Publication** – (If you intend to release the information at a given date you can use this exemption, this exemption will always be a temporary exemption. You will be usually be challenged at a later stage to release the information)
- **Commercial Interests** – (An example of this would be a contractor or supplier attempting to gain an unfair advantage during a tender process by requesting details of other bids)
- **Investigations and proceedings conducted by public authorities** – (Information is exempt if it has at any time been held by your school for the purposes of criminal investigations or proceedings, such as determining whether a person should be charged with an offence or whether a charged person is guilty, or investigations which may lead to a decision to instigate criminal proceedings [the duty to confirm or deny does not apply to this information])
- **Law enforcement** – (Information that is not exempt under Investigations and proceedings conducted by public authorities, may be exempt under this exemption in the event that disclosure would, or would be likely to, prejudice the following among others:-
  - i. The prevention or detection of a crime
  - ii. The apprehension or prosecution of offenders

- iii. The administration of justice
- iv. The exercise of functions such as ascertaining if a person has broken the law, is responsible for improper conduct, whether circumstances justify regulatory action, ascertaining a person's fitness or competence in relation to their profession, ascertaining the cause of an accident or protecting or recovering charities or its properties.
- v. Any civil proceedings brought by or on behalf of the school which arise out of an investigation carried out for any purposes mentioned above.

(The duty to confirm or deny does not arise where prejudice would result to any of these matters))

- **Communications with the Queen** – (Information is exempt if it relates to communication with the Queen, the Royal Family or the Royal Household or if it relates to the award of honours).
- **Environmental Information** – (This is exempt under Freedom of Information as this is covered by the Environmental Information Regulations, please contact the Information Management Unit for details)
- **Legal professional privilege** – (This exemption covers any advice given by legal advisors, solicitors and barristers. Generally such information will be privileged. A school wishing to disclose the information will need to seek consent from the provider of the advise.

#### 1.51. Important facts:

- Willfully concealing, damaging or destroying information in order to avoid answering an enquiry is an offence and may put your school at risk of criminal proceedings.
- The requester need not supply their real name, they only need to supply contact information.
- The requester is not required to explain why they want the information.
- Information that the school holds can be defined as information relating to the business of the school which may have been created by the school, received from another body or person to the school or held by another body or person on the school's behalf.
- Information means both hard copy and electronic information including email.
- If your school does not hold the information requested, you are not required to create it for the purposes of the requester.

#### 1.52. Complaints

- 1.53. Any written (including email) expression of dissatisfaction – even if it does not specifically seek a review – should be handled through your school's existing complaints procedure which should be fair and impartial. The procedure should be clear and non bureaucratic. Wherever possible the review should be handled by someone not involved in the original decision. The governing body should set and publish a time for determining complaints and information on the success rate in meeting the target. The school should maintain a record of all complaints and their outcome.

## Freedom of Information sample standard letters

### 1.54. General Acknowledgement

Dear

#### **Request for Information**

Thank you for your request for information held by [insert school name] received at this office on [insert date].

Your request is being considered.

A charge may be applicable for your request. If so, we will advise you of this in due course.

Should you have any queries, please contact me.

Yours sincerely

---

### 1.55. FOI acknowledgment

Dear

#### **Request for information under the Freedom of Information Act 2000**

Thank you for your request for information received at this office on [insert date]. This has been considered as a request under the Freedom of Information Act 2000.

Your request may take up to 20 working days (excluding school holidays) to be processed.

If an exemption applies to the information that you have requested, the statutory period may be exceeded in accordance with the provisions of that Act.

If a charge is applicable for your request, we will advise you of this in due course

Should you have any queries, please contact me.

Yours sincerely

---

## 1.56. Information not held

Dear

### **Request for information under the Freedom of Information Act 2000**

Further to your request for information received at this office on [insert date], I write to advise you that the information that you have requested is not held by [insert school name].

You may wish to contact [insert name of agency that might hold information] as they may hold the information that you require. Please find contact details below.

[Insert contact details if available]

Should you disagree with our decision, you may appeal to:

[Insert contact details of the schools internal appeal mechanism such as chair of governors]

Should you further disagree with the decision following the appeal you may wish to contact the Information Commissioner:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Tel: 01625 545700, Fax: 01625 524510

Should you have any queries, please contact me.

Yours sincerely

---

## 1.57. Vexatious request

Dear

### **Notice of refusal issued under Section 17, Freedom of Information Act 2000**

We consider that that your request for information received at this office on [insert date] has been designed to annoy or harass staff or disrupt the services of [insert school name] and has therefore been deemed to be a vexatious request.

Under the provisions of the Act, we are not required to comply with vexatious requests and will therefore not be providing you with the information requested.

Should you disagree with our decision, you may appeal to:

[Insert contact details of the schools internal appeal mechanism such as chair of governors]

Should you further disagree with the decision following the appeal you may wish to contact the Information Commissioner:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Tel: 01625 545700, Fax: 01625 524510

Should you have any queries, please contact me.

Yours sincerely

---

#### 1.58. **Repeated request**

Dear

#### **Refusal of request for information issued under Section 14 of the Freedom of Information Act 2000.**

From the information supplied in your request it appears that [insert school name] has already previously complied with a request for information that you have made of an identical or substantially similar nature. We will therefore not be providing any information in response to this request.

Should you disagree with our decision, you may appeal to:

[Insert contact details of the schools internal appeal mechanism such as chair of governors]

Should you further disagree with the decision following the appeal you may wish to contact the Information Commissioner:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Tel: 01625 545700, Fax: 01625 524510

Should you have any queries, please contact me.

Yours sincerely

---

1.59. **More detail required**

Dear

**Request for information**

Thank you for your request for information regarding held by [insert school name] received at this office on [insert date].

Unfortunately from your recent correspondence we are unable to identify the information you have requested and we require some further details from you in order to progress your request. In particular, it would be useful to know [give the applicant an indication of the sort of information that you will require in order to proceed with the request]

Should you have any queries or require any further advice or assistance in making your request, please contact me.

If no clarification is received within three months of the date of this letter, we will assume that you have decided not to pursue this request for information and we will close the request.

Yours sincerely

---

1.60. **Delay for qualified exemptions**

Dear

**Request for information under the Freedom of Information Act 2000**

I am writing in response to your request for information received at this office on [insert date]

We have not yet reached a decision regarding this request and under the provisions of the Act (section 17), we require additional time to consider this request fully.

[If we will be able to confirm that we hold the information, add the following]. This is because we are considering whether the exemptions in section [insert section numbers of the qualified exemptions] of the Act relating to [indicate what the exemptions cover] apply to this information.

We estimate that we will be able to respond to your enquiry by [insert date].

Should you have any queries, please contact me.

Yours sincerely

---

## 1.61. Exemption applies

Dear

### Notice of refusal issued under section 17, Freedom of Information Act 2000

I am writing further to your request for information received at this office on [insert date] to advise you that the information you requested is being withheld under the Freedom of Information Act 2000 ("the Act"). Under the Act, [insert school name] has a duty to supply any information it holds on request, unless there is an exemption. It is the school's policy only to apply the exemptions where there is a genuine risk of harm or prejudice.

You requested:

[copy the question or a summary of it]

In this case, we consider that the exemption under section [insert section no. from the list below] of the Act applies to this information because [insert the description of the exemption from the list below]

- **Section 21** – the information you requested is accessible to you by other means
- **Section 22** – the information you requested will be published on [date].
- **Section 23** – your request was about security organisations, and we have no information that we are obliged to provide.
- **Section 24** – disclosing the information to you would cause a genuine risk to national security.
- **Section 26** – disclosing the information to you would cause a genuine risk to the UK's defence / the effectiveness of the UK's armed forces.
- **Section 27** – disclosing the information to you would cause genuine prejudice to the UK's relationship with [insert country name]
- **Section 28** – disclosing the information to you would prejudice relations between the countries of the UK.
- **Section 29** – disclosing the information to you would damage the UK's economy.
- **Section 30** – disclosing the information to you would hamper our ability to complete our investigations / carry out future investigations. [delete as appropriate]
- **Section 31** – disclosing the information would prevent the school from effectively carrying out its duty to enforce the [insert the name of the legislation]
- **Section 32** – the information you have requested is held as part of a court record. The only copy of the information we have is part of this court record, and such information is exempt from the Freedom of Information Act.
- **Section 36** – we believe that to disclose the information would prejudice our ability to [specify the problems that disclosure would cause]. The Monitoring Officer, who is the school's Qualified Person for FOI purposes, has certified that in their opinion, releasing the information would prejudice the proper conduct of the Council's public affairs.
- **Section 37** – the request was for correspondence between the school and the Royal Household, and we do not believe there is any public interest in its disclosure

or

- the request was for information about the awarding of an honour / title, and we do not believe there is any public interest in its disclosure
- **Section 38** – we believe that to disclose the information would cause a genuine risk to the health and safety of [insert a description of the person or persons at risk, unless to do so would itself put their safety at risk, or would breach the Data Protection principles]. We do not believe that there is any balancing public interest in disclosing the information.
- **Section 40** – we cannot disclose the information to you because to do so would contravene the principles of the Data Protection Act 1998.
- **Section 41** – we cannot disclose the information because we are under a legal duty of confidentiality. To disclose it would leave the school liable to legal action.
- **Section 42** – the information you have requested is covered by legal professional privilege. This protects the relationship between a person and their legal advisers. We do not believe that there is any public interest in disclosing this information.
- **Section 43** – we cannot disclose the information because it is a trade secret. There is not sufficient public interest to risk damaging the company's commercial interests by disclosing it

or

- we cannot disclose the information because we believe it would unfairly prejudice the commercial interests of [insert company name]. We do not believe that the public interest in disclosure is proportionate to the damage that would be caused

or

- we cannot disclose the information because we believe it would prejudice the school's ability to obtain best value.
- **Section 44** – we cannot disclose the information because it is prohibited by other legislation namely [insert the name of the legislation]

[**Also** explain in free-text why the exemption specifically applies to the information that they requested, **and** if it is a qualified exemption, why the balance of public interest lies in withholding the information]

Should you disagree with our decision, you may appeal to:

[Insert contact details of the schools internal appeal mechanism such as chair of governors]

Should you further disagree with the decision following the appeal you may wish to contact the Information Commissioner:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

Tel: 01625 545700, Fax: 01625 524510

Should you have any queries, please contact me.

Yours sincerely

---

1.62. **Above statutory limit**

Dear

**Request for information under the Freedom of Information Act 2000**

I write further to your request for information received at this office on [insert date].

We estimate that the cost of supplying the information you have requested would exceed the statutory limit of £450, which is equivalent to 18 hours work.

The Act does not oblige us to comply with requests that exceed this amount, but we can supply information up to the statutory limit. The information that we can supply is:

[Insert description of what information is available up to the statutory limit]

Alternatively if you are able to re-define your request more specifically, it may be possible to provide the information you require without exceeding the limit. If you require any advice or assistance in doing this, please contact me.

Please advise us of how you wish to proceed. If we receive no response within three months from the date of this letter, then this request for information will be closed.

Yours sincerely

---

1.63. **Information supplied - No fee**

Dear

**Request for information under the Freedom of Information Act 2000**

In response to your request for information received at this office on [insert date], [insert school name] is happy to supply the [enclosed or attached or following] information.

Should you have any queries regarding this, please contact me.

Yours sincerely

## 1.64. Fees notice

Dear

### **Request for information under the Freedom of Information Act 2000**

[insert school name] is happy to supply the information that you have requested regarding [insert details], and this will be forwarded to you on receipt of a payment of £ [insert amount] for photocopying [or other disbursement] costs incurred.

You can send a cheque made payable to [insert school name] to the above address or pay in person at the school reception.

If a payment is not received within three months from the date of this letter, it will be assumed that you no longer require the information and this request will be closed.

Should you have any queries regarding this, please contact me.

Yours sincerely

### **Contact Information**

If you have any issues or require support in anything to do with Information security, Freedom of Information or Data Protection, you can contact the IMU team at anytime:

**Children's Services Information Management Unit**  
**PO Box 53**  
**Bolton**  
**BL1 1JW**

[Ec\\_imu@bolton.gov.uk](mailto:Ec_imu@bolton.gov.uk)

Tel: 01204 33 2129

Fax: 01204 33 2145

Signed:

Dated: