



Lewis Taylor
By email: request-533973-1cd8c569@whatdotheyknow.com

Network Rail
Freedom of Information
The Quadrant
Elder Gate
Milton Keynes
MK9 1EN

T 01908 782405
E FOI@networkrail.co.uk

6th December 2018

Dear Mr Taylor

Information request
Reference number: FOI2018/01563

Thank you for your email of 20th November 2018, in which you requested the following information:

Please can you provide me with a copy of the current recorded audio announcements (in CD form or digital format) for the following Network Rail managed stations- London Paddington.

Upon receipt of a response I will be happy to send my address, for the physical CD(s), to you.

I have processed your request under the terms of the Freedom of Information Act 2000 (FOIA).

I can confirm that we hold the information you requested. However, the information we hold is exempt from disclosure under section 43(2) of the FOIA.

Section 43(2) of the FOIA provides an exemption for information, the disclosure of which would or would be likely to prejudice the commercial interests of any person.

Our decision is that disclosure of the information you have requested would be likely to prejudice the commercial interests of the relevant Customer Information System manufacturer - in this case, Worldline, an Atos group company. The recordings used at London Paddington are the property of Worldline, who record and upload these announcements to the server that stores them. Disclosure of this information would adversely affect Worldline's intellectual property rights and would be likely to affect our commercial relationship with them, along with their potential future business transactions within other industries.

Section 43(2) is a qualified exemption and I have summarised the public interest arguments for and against disclosure below.

In this instance, we appreciate that disclosure of the voice announcement files would provide a greater insight into how the announcements work and are put together. Although it must be noted that providing this information would do little to make us a more transparent or accountable organisation since it sheds no significant light on how our business operates or how we spend money.

Set against this is the fact that in order to deliver public services, it is important to maintain a positive working relationship between public authorities and businesses. In this instance, our commercial position would be harmed if we were to undermine confidence in Network Rail's ability to appropriately protect information that is provided for use by Network Rail at one of our managed stations under agreement with third parties.

There is a Master Agreement held between Network Rail and Worldline, in which it is understood that Network Rail will protect Worldline's intellectual property rights. Intellectual Property (IP) rights are of benefit to commerce as it encourages the development and sharing of technology. To go against this agreement and disclose the requested information could possibly hamper this development as companies would be less likely to spend time and money on the development of new technology, if their products were not protected in any way.

Having considered the public interest, we think that disclosure of the requested information would cause commercial prejudice and that the public interest lies in withholding the information. It is not in the public interest to damage the commercial business of Worldline nor for us to harm our reputation as a reliable business partner in disclosing these voice announcement files.

I hope my explanation is helpful in explaining why we are unable to disclose the information you have requested. If you have any enquiries about this response, please contact me in the first instance at FOI@networkrail.co.uk or on 01908 782405. Details of your appeal rights are below.

Please remember to quote the reference number at the top of this letter in all future communications.

Yours sincerely

Emma Meadows
Information Officer

Appeal Rights

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at Network Rail, Freedom of Information, The Quadrant, Elder Gate, Milton Keynes, MK9 1EN, or by email at FOI@networkrail.co.uk. Your request must be submitted within 40 working days of receipt of this letter.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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