

Edinburgh Trams Ltd
1 Myreton Drive,
Edinburgh, EH12 9GF T
0131 338 5760
edinburghtrams.com

Registered in Scotland No. 96849
Vat No. 7900906 27

Mr Brian Davis
Sent by email: request-525501-a749c9de@whatdotheyknow.com

25 October 2018

Reference: 20181011

Dear Mr Davis,

Freedom of Information (Scotland) Act 2002 – Refusal Notice

Subject: Amount of tickets sold

Thank you for your request for information of 11 October 2018 where you requested information on “Amounts of tickets that have been sold” by Edinburgh Trams for the calendar year of 2017.

This has been processed under the Freedom of Information (Scotland) Act 2002. Your request has been considered and it is not possible to provide you with the information you have requested on this occasion.

Under the terms of the legislation, a request for information can be refused where one or more exemptions listed in the legislation apply. In this instance, Edinburgh Trams is applying the following exemption(s) to the information that you have requested:

Section 33 of the Freedom of Information (Scotland) Act 2002 (FOISA) – Commercial Interests and the Economy, Section 33 (1) (b) where disclosure would (or would be likely to) prejudice substantially the commercial interests of any person or organisation.

Please note that this letter constitutes a formal refusal notice under Section 16 of the Freedom of Information (Scotland) Act 2002.

Whilst the detail of your explicit request cannot be supplied I can advise that our company information in relation to our total performance can be found on line using the following link to our 2017 Statutory Accounts.

https://edinburghtrams.com/uploads/general/Annual_Accounts_2017.pdf

Your right to seek a review

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by writing to the:

Managing Director Edinburgh
Trams
1 Myreton Drive
Edinburgh
EH12 9GF
Telephone: 0131 338 5776
Email: foisa@edinburghtrams.com

Please note:

- Your request must be in a recordable format (email, letter, audio tape etc.)
- You have 40 working days upon receipt of this letter to ask for a review.
- You will receive a full response to your review request within 20 working days of its receipt.
- Please quote the reference number above in any future communications.

Appealing to the Commissioner

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner

- You must submit your complaint to the Commissioner within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the Commissioners' website. This is the best way to make an appeal, it provides help in real time and collects exactly what the Commissioner needs so they can investigate your case quickly.

Click [here](http://www.itspublicknowledge.info/Appeal) to access the online appeal service. www.itspublicknowledge.info/Appeal

If you don't wish to appeal online, you can contact the Commissioner. Your appeal must be in a format that can be kept for future use, e.g. in writing, by email or a recording on an audio or video tape.

Send your appeal by email

If you want to send your appeal by email, you should send your email to enquiries@itspublicknowledge.info

Send your appeal by post

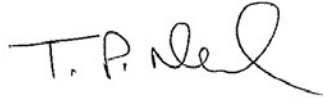
If you want to send your appeal by post, you should send your letter to:
Office of the Scottish Information Commissioner Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office: E-mail: enquiries@itspublicknowledge.info
Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website. Click [here](http://www.itspublicknowledge.info).
Website www.itspublicknowledge.info

Further information about your rights and accessing information is available on our website (www.edinburghtrams.com) in the Freedom of Information Section.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'T. Neil', with a stylized flourish at the end.

Tom Neil
Finance Manager