



# Ministry of Defence

Ministry of Defence  
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Ref: 14-03-2014-102826-003

Mr P Gardiner  
[request-202048-182380xx@xxxxxxxxxxxxxx.xxx](mailto:request-202048-182380xx@xxxxxxxxxxxxxx.xxx)

10 April 2014

Dear Mr Gardiner,

Thank you for your email of 13 March 2014 requesting the following information:

*"This is a Freedom of Information Act request about the information management systems in your department. Please provide me with a copy of your department's guidance to processing freedom of information requests – ideally this would cover the end to end process from receipt to closure, but please provide whatever you hold. Please note that I am not looking for any ICO or MoJ guidance which may be available publically, I am specifically interested in MOD produced internal guidance including policy, process and procedures."*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the Ministry of Defence, and I can confirm that information in scope of your request is held by MOD. MOD uses a variety of sources of information as internal guidance when handling requests for information and associated appeals under the Freedom of Information Act, Environmental Information Regulations and when processing a Subject Access Request under section 7 of the Data Protection Act (1998). Please use the link below to access this information:-

<https://www.gov.uk/government/publications/freedom-of-information-mods-processing-internal-guidance>

A small amount of information has been redacted from these documents by virtue of the exemption provided under the Act at section 23(1) (security matters) and section 40 (personal data). Both Section 23 and Section 40 are absolute exemptions which mean that requests falling into this category can be refused without consideration of the public interest.

Where information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data) and at section 23(1) (security matters) of the Act, this has been redacted. Both section 23 and section 40 are absolute exemptions which mean that requests falling into these categories can be refused without consideration of the public interest.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, 1<sup>st</sup> Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail [CIO-FOI-IR@mod.uk](mailto:CIO-FOI-IR@mod.uk)). Please note that any request for an internal review must be made within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.gov.uk>.

Yours sincerely,

MOD Information Rights team