



Information Rights

bbc.co.uk/foi bbc.co.uk/privacy

A Willmore
request-670297-6013a471@whatdotheyknow.com

10 July 2020

Dear Mr Willmore,

Freedom of Information Request - RFI20200760

Thank you for your request to the BBC of 13 June seeking the following information under the Freedom of Information Act 2000 ('the Act'):

'Director General Lord Hall's email address (tony.hall@bbc.co.uk) appears on many internet web sites but I have yet to find an official BBC web site (such as bbc.co.uk) that confirms this to be correct.

I would be grateful for the following information:

- 1) The correct email address that should be used to contact Lord Hall directly.*
- 2) The number of emails sent to that address from non-bbc.co.uk addresses (i.e. from members of the public, not BBC staff) during April 2020.*
- 3) The number of replies sent to the emails specified in (2) above.'*

Question 1

We are withholding information regarding the Director General's email address under section 40(2) (personal information) of the FOI Act. Under section 40(2), personal information about identifiable living individuals is exempt if disclosure to a third party would breach one or more principles in the General Data Protection Regulation. The individual(s) concerned would not expect their personal data to be disclosed to a third party. Therefore, disclosure would breach the principle to only process personal data lawfully, fairly and in a transparent manner.

If members of the public wish to contact the BBC, they can do so using the BBC Contact site (<https://www.bbc.co.uk/contact/>), via telephone (03700 100 222) or in writing to BBC Comments, PO Box 1922, Darlington, DL3 0UR. They can also contact the BBC Board using the web form included on this page:

<https://www.bbc.com/aboutthebbc/howweare/bbcboard/contact>

Audience feedback and comments are reported to senior management on a daily basis.

Questions 2 and 3

The BBC does not record the number of emails received into the Director General's account that are from either a BBC email address or those sent from non-BBC addresses, and are not required to create new information to respond to a FOI request. We therefore do not hold the information in your final question.

Appeal Rights

If you are not satisfied that we have complied with the Act in responding to your request, you have the right to an internal review by a BBC senior manager or legal adviser. Please contact us at the address above, explaining what you would like us to review and including your reference number. A request for an internal review must be made within 40 working days of receiving the BBC's response to your original request.

If you are not satisfied with the internal review, you can appeal to the Information Commissioner. The contact details are: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, Tel: 0303 123 1113 or see <https://ico.org.uk/>.

Yours sincerely

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