

John Scott
request-505075-8448d728@whatdotheyknow.com

14 August 2018

Dear Mr Scott,

I am writing in response to your Freedom of Information request, dated 2 August 2018, concerning ticketing guides used by LNER staff.

Please find attached all of the information that is within scope of your request. In terms of the two attachments entitled Rail Card Presentation and Ticket Presentation, we have removed personal data from these two documents. These were images of rail cards that contained photos of individuals and their names. These individuals have a reasonable expectation that their name will not be placed into the public domain and to do so would be unfair and contravene current data protection legislation. We have therefore relied on section 40 (2) and (3) of the Freedom of Information Act (2000), an absolute exemption, to withhold this information.

In respect of the attachment marked Revenue Protection Handbook, we have redacted a small amount of information that we consider to be commercially sensitive and therefore exempt from disclosure under section 43(2) of the Freedom of Information Act 2000. This exemption applies because there is a risk that disclosure of the withheld information could be used by someone to evade or compromise the revenue protection policies or to abstract revenue that LNER would otherwise have received.

The commercial interests are the ability of LNER to provide commercial services in a competitive environment and to receive revenue from the provision of those services. The prejudice that would be likely is compromising the ability of LNER to maximise and protect the revenue which it should receive for the provision of services.

LNER has applied the public interest test. It has recognised that there is a public interest in general in public authorities being as transparent as possible about their policies and procedures and the management of their finance. However, it has also considered the need for public authorities to safeguard the interests of taxpayers by ensuring that they maintain effective systems to protect their revenue. In this situation, it has identified that disclosure of information from the Revenue Protection Handbook would hinder the ability of LNER to maintain effective systems because of the potential for misuse of the information.

LNER has therefore decided that the public interest in maintaining the exemption outweighs the public interest in disclosing the information. This is because LNER believes that the commercial damage which could be caused by it being prevented from protecting its revenue adequately could have a detrimental effect on the prices and services it offers and so the public in general would be likely to suffer as a result. Therefore, taking account of all the circumstances, LNER believes that the public interest is served by applying the exemption in section 43(2) of the Freedom of Information Act 2000 to the withheld information.

If you are not content with this response, you have the right to ask for a review. In the first instance you should contact me again to request this. If you choose to exercise that right, and are not satisfied with the outcome of the review, you have the right to complain to the Information Commissioner by contacting:

Yours sincerely,