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Passenger Team Templates

1

Pointing passengers to our passenger satisfaction questionnaire:

I would be grateful if you could spare a few moments of your time to help us improve our service by completing the attached questionnaire.

Initial Email acknowledgement

We are pleased to acknowledge your email and will contact you within 10 days.

Thank you for getting in touch with Passenger Focus.

Redirection to LondonTravelWatch

Dear **xxx**

Thank you for your letter of **xx**.

Passenger Focus is the statutory watchdog protecting and promoting passengers' interests outside of the London area. I should explain that our role includes dealing with customer complaints that the rail industry has not been able to resolve satisfactorily. I am afraid your case lies outside of our remit, and I have therefore forwarded your documentation on to our sister watchdog, London TravelWatch, who will look into your case for you.

If you would like to get in touch with them to check the progress of your case, they can be contacted in one of the following ways:

By post:
London TravelWatch
6 Middle Street
LONDON
EC1A 7JA

By phone: 020 7505 9000
By fax: 020 7505 9003

By email: enquiries@londontravelwatch.org.uk

Thank you for contacting Passenger Focus.

Yours sincerely

Redirection to London TravelWatch – in case passenger challenges our remit

Dear xxx

Thank you for your email.

London Travelwatch (LTW), as well as dealing with issues in the London area, also deal with some of the major commuting hubs into London that are geographically outside of the Greater London area, for example, St Albans. This includes Luton and Luton Parkway.

Our remit is established by Act of Parliament. The Railways Act 2005 gave us a GB wide remit but established some specific caveats for handling 'representations' from passengers (which includes complaints) about services within the London area.

If we receive representations that relate to the provision of railway passenger or station services within the London railway area we must refer the matter to the London Transport Users' Committee. (please note that LTW is the operating name of the London Transport Users Committee).

So, if the complaint refers to a station or service within the LTW area we have a legal duty to refer it to them. This isn't optional, it's a duty.

This caveat on our remit only applies to 'representations from passengers' and so we are still able to investigate wider issues and carry out research on things like passenger satisfaction across London.

The journey and complaint are wholly within the London area (including its major commuting hubs) and so were passed to LTW in accordance with our statutory duty.

Thank you for contacting Passenger Focus.

Yours sincerely

Acknowledgement of Copied in Letters – to acknowledge letters to Train Operating Companies that we have been copied in to

Dear **xxx**

Thank you for your letter of **xxx**. I am sorry to hear

Passenger Focus is the statutory watchdog protecting and promoting passengers' interests. Our role includes dealing with customer complaints that the rail industry has not been able to resolve satisfactorily. This means that we must give the rail industry an opportunity to sort things out with you before we get involved.

I have therefore kept a record of your correspondence on file in case you do need to contact us again once you've finished pursuing your case with **xxx**. If once the train company has replied you feel that the issues have not been properly addressed, or if you are not satisfied with what is said, please do write to me again or call on 0300 1232350.

Thank you for contacting Passenger Focus.

Yours sincerely

Initial letter to passenger – where they have not yet addressed the issue with the Train Operating Company

Dear **xxx**

Thank you for your letter dated **xxx**.

Passenger Focus is the statutory watchdog protecting and promoting passengers' interests. I should explain that our role includes dealing with customer complaints that the rail industry has not been able to resolve satisfactorily. This means that we must give the rail industry an opportunity to sort things out with you before we get involved.

I have therefore referred your letter to **xxx**, so they can respond to you first. If you need to check the progress of your case then you can telephone the customer relations team to confirm when you'll receive a reply. You can find their details on the National Rail website – www.nationalrail.co.uk – or by phoning National Rail on 08457 48 49 50.

If once the train company has replied you feel that the issues have not been properly addressed, or if you are not satisfied with what is said, please do write to me again or call on 0300 123 2350.

Thank you for contacting Passenger Focus.

Yours sincerely

Appeal Acknowledgement – where a passenger is unhappy with the outcome of their complaint with the Train Operating Company

Dear **xxx**

Thank you for your letter of **xxx**. I am sorry to hear

Passenger Focus is the statutory watchdog protecting and promoting passengers' interests. I see that you have been in touch with the company involved already and that you have contacted us because you are not satisfied with their reply.

We will now consider the issues in your case, making further enquiries if necessary. We will write to you again as soon as possible to let you know what action we propose to take and to update you on progress. If it is not possible to provide a reply by **xxxxxxxx**, we will contact you to inform you of the current situation. Please send us any further documentation you have which may support your case.

Thank you for contacting Passenger Focus.

Yours sincerely

Acknowledgement of complaint to Passenger Focus

Dear **xxx**

Thank you for your letter of **xxx**.

I understand that this is in response to the letter sent to you detailing the outcome of your appeal case which was handled by one of my team members. Firstly, I would like to apologise for any inconvenience that we may have caused you and express my concern that you feel that your issues have not been addressed or resolved by Passenger Focus.

As you feel that the Senior Passenger Team Adviser has not adequately addressed your concerns, your complaint has now been passed to myself to investigate. I will therefore re-open the case and evaluate the original investigation to establish any facts leading to the decision given to you.

This letter is to confirm receipt of your correspondence and to inform you that I will look to resolve your issues within the next 20 working days. Please rest assured that I will review the case from a completely independent stance and will ensure that Passenger Focus have done everything possible within our remit to resolve your complaint for you.

Thank you for contacting Passenger Focus.

Yours sincerely

Initial letter redirecting passengers to Bus Users UK

Dear **xxx**

Thank you for your letter of **xxx**.

Passenger Focus is the statutory watchdog protecting and promoting passengers' interests in the rail industry. I should explain that our role includes dealing with customer complaints that the rail industry has not been able to resolve satisfactorily. I am afraid your case lies outside of our remit, and I have therefore forwarded your documentation on to Bus Users UK, who will look into your case for you.

If you would like to get in touch with them to check the progress of your case, they can be contacted in one of the following ways:

By post:
The Bus Appeals Body
c/o Bus Users UK
PO Box 119
Shepperton
TW17 8UX

By phone: 01932232574

By email: enquiries@bususers.org

Thank you for contacting Passenger Focus.

Yours sincerely

Outside 35 working days – where an appeal has not been resolved within the usual 35 working day timescale

Dear **xxx**

Thank you for your letter/email/telephone call of **xxx**.

We are sorry your appeal has not yet been resolved within the 35 day agreement as previously advised. We are still speaking with the relevant parties involved and will hopefully have a resolution to your appeal soon.

We thank you for your continued patience and we will be in contact immediately when we hear from them.

Yours sincerely

Opening Paragraphs

Thank you for contacting us regarding your complaint with **xxx**. I was sorry to hear of the problems you encountered on your journey of xxx. I can certainly appreciate your frustration.

Middle paragraphs**Positive outcomes:**

I have been in contact with **xxx** and I am pleased to tell you that I have been able to persuade them to send/refund* you.....

I am pleased to advise you that.....

You will be pleased to hear that I have been able to persuade.....

Neutral outcome:

I understand that you would have liked a full refund. However on this occasion I have been unable to persuade them to do this (***give brief explanation***). I have been able to get them to agree to a partial refund as a goodwill gesture.

I am pleased to tell you I have been able to persuade them to give you..... I appreciate you would have liked a full refund. However this was not possible on this occasion.

Negative outcomes:

I have been in contact with **xxx** and I am sorry to tell you that I have been unable to persuade them to send/refund* you.....

Closing Paragraphs

Positive outcome:

I am pleased that I have been able to help you reach a positive outcome on this occasion and thank you for contacting Passenger Focus. If you have any further queries, please don't hesitate to contact me and I will be happy to help. Please contact me directly on.....

Neutral outcome:

I appreciate this is not the outcome you asked for, however I hope you will find this a more suitable resolution. If you have any further queries, please don't hesitate to contact me and I will be happy to help. Please contact me directly on..... ***(Make sure when using a neutral outcome that the tone appropriately reflects the outcome against expectation)***

Thank you for contacting Passenger Focus.

I am pleased I was able to help achieve a more favourable outcome to your issue. If you have any further queries, please don't hesitate to contact me and I will be happy to help. Please contact me directly on.....

Thank you for contacting Passenger Focus

Negative outcome:

I am sorry this may not be the outcome you had hoped for. In my view it would have demonstrated good customer service on **xxx** part had they responded more favourably. If you have any further queries, please don't hesitate to contact me and I will be happy to help. Please contact me directly on.....

Thank you for contacting Passenger Focus.

I am sorry I am unable to provide a more positive response to your complaint. If you have any further queries, please don't hesitate to contact me and I will be happy to help. Please contact me directly on.....

Thank you for contacting Passenger Focus.

No further action – Train Operating Company unwilling to provide further compensation

We understand and share your strength of feeling, but are unable to commit any more time to this matter. We have spent a considerable amount of time on your case, and now feel there is no further action we can take to bring about an outcome that would be acceptable to you. This is disappointing for you and us, but **xxx** cannot be compelled to do anything more, despite our best efforts. This particular case has now been closed, but if you have any other concerns or complaints in the future, we are more than happy to consider representing you again.

No further action – nothing further we are able to action from the Train Operating Company

We understand your strength of feeling, but are unable to commit any more time to this matter. In our view **xxx** has been fair and reasonable in responding to your concerns; we have already spent a considerable amount of time on your case, and feel there is no further action we can take to bring about an outcome that would be acceptable to you. We hope you appreciate that we also have responsibilities to other passengers, who also need access to our limited resources. This particular case has now been closed, but if you have any other concerns or complaints in the future, we are more than happy to consider representing you again.

Template FOIA letters

1

Acknowledging a request for information

Dear **xxx**

Freedom of Information Act 2000 - information request

Thank you for your request for information. You may not have specified or referred to the above Act in your request, but we are treating your request within its provisions.

The date we received your request was:

The target date for responding to you is:

The unique reference number allocated to your request is:

The person who has been asked to deal with your request is:

His or her job title is:

His or her email address is:

Please see the explanatory notes attached. These are designed to explain how we will deal with your request and answer any immediate questions.

Thank you for contacting Passenger Focus.

Yours sincerely

[name]

PASSENGER TEAM ADVISOR

Freedom of Information Act 2000 – explanatory note

Dealing with your request

In normal circumstances we should be able to (a) confirm or deny that we hold this information and (b) if we hold it, send it to you within the statutory timescale of 20 working days. You should note however that the Act defines a number of exemptions which may prevent us complying with either of these duties. We will explain if this is the case, and if we apply the 'public interest test' to our decision.

If the information is readily available by other means, such as on our website, we will point you in this direction and would not generally expect to reproduce it specifically, and we will tell you this as soon as we can.

Charges and fees

Generally we do not charge for requests of this type. In exceptional circumstances, where the costs of complying with your request exceed the appropriate limit set by law – currently £450 for Passenger Focus – a fee may be payable for the information you have requested. In this case we would issue a fees notice and the fee must be paid before the information is processed and released. The 20 working day time limit for responses is suspended until receipt of the payment, and you have three months in which to send the fee. If you do not provide payment within three months your request will lapse.

If you have any queries or concerns about our process, please contact in the first instance:

Senior Information Risk Owner

Passenger Focus

One Drummond Gate

Pimlico

London SW1V 2QY

siro@passengerfocus.org.uk

Further information about the Freedom of Information Act is available from the Information Commissioner at:

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

1a

Acknowledging a request for information and providing the information requested

Dear xxx

Freedom of Information Act 2000 - information request

Thank you for your request for information. You may not have specified or referred to the above Act in your request, but we are treating your request within its provisions.

The date we received your request was:

The target date for responding to you is:

The unique reference number allocated to your request is:

The person who has been asked to deal with your request is:

His or her job title is:

His or her email address is:

We have, however, already been able to consider and act upon your request and the information you asked for is enclosed / attached. If you have any further queries, please contact me.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Thank you for contacting Passenger Focus.

Yours sincerely,

[name]

PASSENGER TEAM ADVISOR

2

Requesting further details to progress response (and form)

Dear xxx

Freedom of Information Act 2000 – information request

I acknowledge your request for information received on **[date]**.

Unfortunately I cannot identify the information you have requested from the details you have provided. To help me meet your request could you please complete and return the enclosed form.

If you have any queries or concerns, please contact me.

Further information about the Freedom of Information Act is available from the Information Commissioner at:

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

[name]

[job title]

Freedom of information - enquiry form

Name:

It is a legal requirement that you provide your name.

Address

It is a legal requirement that you provide an address. We can use any address, including an email address.

Email Address

(if you would like us to use this):

Telephone number:

It is not a legal requirement that you provide a telephone number. However, it may assist us if we need to clarify the nature of your request.

Subject:

Please describe the information you would like from us. If your enquiry is too general, we may have to ask you more precisely what information you require.

Please return this form to

Passenger Advice Team
Passenger Focus
Freepost (RRRE-ETTC-LEET)
PO Box 4257, Manchester, M60 3AR
w www.passengerfocus.org.uk
t 0300 123 2350 f 0161 2445981
e advice@passengerfocus.org.uk

Data Protection Act 1998 Notice:

The Data Controller is Passenger Focus. The personal details you provide on this form will only be used in connection with your application for the supply of information and for statistical purposes.

3

Referring applicant to website under the publication scheme

Dear xxx

Freedom of information Act 2000 - information request

I write in connection with your request for information received on **[date]**.

The information you have requested is available on the Passenger Focus website (www.passengerfocus.org.uk) as it falls within the model Publication Scheme guidance issued by the Information Commissioner. This letter therefore acts as a Refusal Notice under section 17 of the Act.

If you have difficulty in accessing the information please contact me.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

4

Providing the information

Dear xxx

Freedom of information Act 2000 - information request

Your request for information has now been considered and the information requested is enclosed.

If you have any queries, please contact me.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

5

Information not held

Note: if we do know where the information requested is available from, we might add this to the letter by way of being helpful!

Dear **xxx**

Freedom of information Act 2000 - information request

Your request for information has now been considered. I regret that we do not hold the information you have asked for.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

6

Information contains reference to a third party (letter to third party)

Dear **xxx**

Freedom of Information Act 2000 - information request

I have received a request for information that includes a reference to you.

In accordance with the Freedom of Information Act 2000 I am consulting with you prior to releasing the information.

I intend to release the attached documents, subject to your comments. Should you wish us to rely upon an exemption to refuse disclosure of the information that refers to you, please indicate which exemptions these are and why you think they apply.

Please note that while your comments will be considered, unless there is a legal reason prohibiting disclosure in any event, e.g. a duty of confidence, the final decision as to disclosure of the information requested will be Passenger Focus'.

Could you please reply as soon as possible and, if in agreement, give your consent to the release. The Act requires that requests are met within 20 working days, which period expires on [insert date], so please action this as soon as possible so I can adhere to the statutory timescale.

Yours sincerely

[name]

[job title]

7

Response to third party of review of their comments on whether to release information

Dear **xxx**

Freedom of Information Act 2000 - information request

I have assessed the comments you have made in relation to the request for information that includes reference to you.

Either:

As a result of this assessment, and taking account of the requirements of the Freedom of Information Act, I have decided to release the information. The reason for this decision is [state reason].

Or:

As a result of this assessment, and taking account of the requirements of the Freedom of Information Act 2000, I confirm that the information will not be released.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

Advising applicant of fee payable (fees notice)

Dear xxx

Freedom of Information Act 2000 - information request

I am considering your request for information. There will be a fee payable for this information to be retrieved, collated and provided.

The fee is in accordance with the Freedom of Information (Fees and Appropriate Limit) Regulations 2004, and this letter constitutes a 'Fees Notice'. The appropriate limit is currently £450 and our estimate is that it will cost £X to provide this information. The fee payable is therefore the difference of £X. You have up to three months to pay this fee. If you do not pay the fee within this time your request will lapse.

On receipt of this fee I will process your request. Please make cheques payable to Passenger Focus. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice.

However, you may wish to refine and resubmit your request so that it reduces the cost to within the "appropriate limit". Please contact me if you would like some advice on refining your request.

The 20 working day timescale for providing the information you request is suspended until we receive payment from you, or otherwise agree a reduced scope of request.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

Refusal notice (absolute exemption)

Dear xxx

Freedom of Information Act 2000 - information request

Your request for information has now been considered and, under the provisions of the Act, Passenger Focus is exempted from confirming or denying whether we hold the information, and therefore providing it in the event that we do hold it. This letter therefore acts as a Refusal Notice.

The exemption applied in this case is [state absolute exemption].

I am sorry that we cannot be more helpful on this occasion.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

Refusal notice (public interest test / qualified exemptions)

Dear xxx

Freedom of Information Act 2000 - information request

Your request for information has now been considered and it is not possible to meet your request.

In accordance with the Freedom of Information Act 2000 this letter acts as a Public Interest Test Refusal Notice. The exemption applied is [state public interest exemption].

Either:

We are not obliged to provide you with any further information about the application of the exemption as to do so would confirm or deny whether we hold the information.

OR:

I confirm that we hold the information, but it is considered that the public interest in withholding the information outweighs the public interest in disclosing it. The reasons for and against are [state reasons]. Please note that we are limited in what reasons we can provide if providing such reasons would reveal information which is not subject to disclosure.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

Refusal notice (vexatious / repeated request)

Dear xxx

Freedom of Information Act 2000 - information request

Your request for information will not be processed.

Either:

I have decided that your request is vexatious. The reason/s that I have concluded that your request is vexatious is/are [state reason/s based on being able to answer at least one of the following].

- Can the request fairly be seen as obsessive?
- Is the request harassing the authority or causing distress to staff?
- Would complying with the request impose a significant burden in terms of expense and distraction? Is the request designed to cause disruption or annoyance?
- Does the request lack any serious purpose or value?

OR:

I have decided that your request is an identical or substantially similar request to one that has been made by you and recently responded to by us.

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice.

In the event that you are not satisfied with this response, please refer to the attached '*could we have done better?*' leaflet.

Yours sincerely

[name]

[job title]

Result of complaint – successful

Dear xxx

Freedom of Information Act 2000 – complaint regarding information request

I have considered your complaint against the Refusal Notice in relation to provision of information in accordance with the Freedom of Information Act 2000. The information was originally withheld under section X of the Act.

My review of the case suggests that your complaint should be upheld, and the information requested should have been disclosed. I apologise for this mistake.

The information you requested is now enclosed.

If you wish to make a further complaint about the way we have handled your enquiry under the Freedom of Information Act, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

JON CARTER

Head of Business Services

Senior Information Risk Owner

13

Result of complaint – unsuccessful

Dear xxx

Freedom of Information Act 2000 – complaint regarding information request

I have considered your complaint against the Refusal Notice in relation to provision of information in accordance with the Freedom of Information Act 2000. The information was originally withheld under section X of the Act.

My review of the case suggests our original decision to withhold the information was correct, and I have therefore determined that your complaint cannot be upheld.

If you are dissatisfied with my decision, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

JON CARTER

Head of Business Services

Senior Information Risk Owner

Template DPA letters

1

Acknowledging a subject access request

Dear **xxx**

Data Protection Act 1998 – subject access request

Thank you for your request for information. You may not have specified or referred to the above Act in your request, but we are treating your request within its provisions.

The date we received your request was:

The target date for responding to you is:

The unique reference number allocated to your request is:

The person who has been asked to deal with your request is:

His or her job title is:

His or her email address is:

Please see the explanatory notes attached. These are designed to explain how we will deal with your request and answer any immediate questions.

Thank you for contacting Passenger Focus.

Yours sincerely

name

PASSENGER TEAM ADVISOR

Data Protection Act 1998 – subject access request – explanatory notes

Handling your request

If we hold the information you have requested, we are required to send it to you within the statutory timescale of 40 calendar days, unless an exception applies as I have set out below.

Protecting personal information

We may need to validate your identity, to ensure we are only sending you subject access data to which you are entitled; we may therefore need to ask you for further information to judge whether you are the individual to whom the personal data relates. This is to avoid personal data about one individual being sent to another, accidentally or as a result of deception. Of course we will always try to be reasonable about what we ask for. We will not request lots more information if the identity of any person making such a request is obvious to us. This is particularly the case, for example, when we have an ongoing relationship with an individual who is someone who has approached us in connection with a complaint.

The Act does not prevent an individual making a subject access request via a third party. Often, this will be a solicitor acting on behalf of a client, but it could simply be that an individual feels comfortable allowing someone else to act for them. In these cases, we will need to be satisfied that the third party making the request is entitled to act on behalf of the individual, but it is the third party's responsibility to provide evidence of this entitlement. This might be a written authority to make the request or it might be a more general power of attorney.

Responding to a subject access request may involve providing information that relates both to the individual making the request and to another individual. The Act says we do not have to comply with the request if to do so would mean disclosing information about another individual who can be identified from that information, except where they have consented to the disclosure; or it is *reasonable* in all the circumstances to comply with the request without that individual's consent.

If we have any concerns about any of the above, we will contact you again as soon as we can.

If you have any queries or concerns, please contact in the first instance:

Further information about the Data Protection Act is available from the Information Commissioner at:

Senior Information Risk Owner
Passenger Focus

Wycliffe House
Water Lane

One Drummond Gate

Pimlico

London SW1V 2QY

siro@passengerfocus.org.uk

Wilmslow

Cheshire, SK9 5AF.

Telephone: (01625) 545700

www.ico.gov.uk

2

Letter to validate identity

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information, I judge I must take steps to validate your identity before can confirm or deny we hold this information and, if we do, release it to you. This is to ensure that personal information is protected and is only seen by those that are entitled to see it.

The information we hold includes the following data. I would be grateful if you would kindly write, email or telephone me to confirm this data:

[delete all but the most appropriate and this instruction]

- Your home address
- Your date of birth
- Your mobile phone number
- The name of your employer
- The nature of the complaint you made and the train company proving the service

I look forward to hearing from you.

Yours sincerely

[name]

[job title]

3

Letter in respect of application on behalf of another party

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information, I judge I must take steps to validate the authority conferred on you by the data subject before I can confirm or deny we hold this information and, if we do, release it to you. This is to ensure that personal information is protected and is only seen by those that are entitled to see it.

Please forward to me any specific written authority that might apply to this request, or any wider power of attorney from which such an authority might be conferred.

I look forward to hearing from you.

Yours sincerely

[name]

[job title]

Letter in respect of minors aged under 12

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information in respect of a minor, the Information Commissioner recommends I make a judgement before complying as to whether I am confident the data subject is mature enough to understand his or her rights under the Act. If he or she is, I am required to respond to him or her and not to you.

However, as the data subject is under 12 years old, I am making the assumption that he or she is not mature enough and, providing there are no reasons suggesting I should do otherwise, am happy to release this information to a parent or legal guardian.

Please confirm therefore:

- That you are the parent of the data subject by **providing a copy of the birth certificate; or**
- If your family name and that of the data subject are different, that you are otherwise entitled to act on the data subject's behalf by providing a copy of the birth certificate **and either** a copy of an adoption order **or** other official confirmation of status as a legal guardian; and
- A specific indication as to why you wish to receive this information.

I look forward to hearing from you.

Yours sincerely

[name]

[job title]

Letter in respect of minors aged over 12 but under 14

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information in respect of a minor, the Information Commissioner recommends I make a judgement before complying as to whether I am confident the data subject is mature enough to understand his or her rights under the Act. If he or she is, I am required to respond to him or her and not to you.

As the child is under the age of 14, I am not able to make that judgement unless I am able to meet or speak to the child in question. I would be grateful therefore whether we could arrange one of the option as follows:

- The data subject (plus parent or guardian) meets a member of our management team in our London office; or
- The data subject (plus parent or guardian) meets a member of our management team in our Manchester office;
- A member of our team of Passenger Link Managers meets with you and the data subject at a convenient place to be arranged; or
- We arrange a telephone call to enable a member of our management team to speak to the data subject.

Please advise me which of the following options is most convenient.

I look forward to hearing from you.

Yours sincerely

[name]

[job title]

Letter in respect of minors aged under 16 but over 14

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information in respect of a minor, the Information Commissioner recommends I make a judgement before complying as to whether I am confident the data subject is mature enough to understand his or her rights under the Act. If he or she is, I am required to respond to him or her and not to you.

However, as the data subject is 14 years old or over, I am making the assumption that he or she is indeed mature enough and, providing there are no reasons suggesting I should do otherwise, am proposing to release this information to the data subject and not via a parent or legal guardian.

Please confirm that this approach is acceptable to you and, if different from your own, the data subjects home address.

I look forward to hearing from you.

Yours sincerely

[name]

[job title]

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Letter in respect of third party information redacted

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your request for information.

As the information contains information relating to a third party with whom it is unlikely, in my opinion, you are unlikely to have entered into correspondence, and there is no obvious substantive link between this third party and the reasons behind your request, the personal details of this third party have been redacted or removed.

If you are dissatisfied with this approach, you may appeal to:

Senior Information Risk Owner

Passenger Focus

One Drummond Gate

Pimlico

London SW1V 2QY

Alternatively, or subsequently, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

[name]

[job title]

Letter in respect of supplying information requested

Dear xxx

Data Protection Act 1998 – Subject Access Request

Further to your recent request for information, I am pleased to enclose or attach this information now.

If you are concerned that any information is missing, or you are in any way dissatisfied with our approach, you may appeal to:

Senior Information Risk Owner

Passenger Focus

One Drummond Gate

Pimlico

London SW1V 2QY

Alternatively, or subsequently, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

[name]

[job title]

Result of appeal – successful

Dear xxx

Data Protection Act 1998 – appeal regarding subject access request

I have considered your appeal against our decision to redact or remove certain information when complying with this request. The information was originally withheld because [INSERT].

My review of the case suggests that your complaint should be upheld, and the information requested should have been disclosed. I apologise for this mistake.

The information you requested is now enclosed.

If you wish to make a further complaint about the way we have handled your enquiry under the Data Protection Act, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

JON CARTER

Head of Business Services

Senior Information Risk Owner

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Result of appeal – unsuccessful

Dear xxx

Data Protection Act 1998 – appeal regarding subject access request

I have considered your appeal against our decision to redact or remove certain information when complying with this request. The information was originally withheld because [INSERT].

My review of the case suggests our original decision to withhold the information was correct, and I have therefore determined that your complaint cannot be upheld.

If you are dissatisfied with my decision, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

JON CARTER

Head of Business Services

Senior Information Risk Owner

Letter in respect of not supplying information requested for the reason we do not hold it.

Dear **xxx**

Data Protection Act 1998 – Subject Access Request

Further to your recent request for information, I regret we do not hold the information you have asked for and I am therefore unable to supply it to you.

If you are concerned that any information is missing, or you are in any way dissatisfied with our approach, you may appeal to:

Senior Information Risk Owner

Passenger Focus

One Drummond Gate

Pimlico

London SW1V 2QY

Alternatively, or subsequently, you may request the Information Commissioner to investigate.

Information Commissioner

Wycliffe House

Water Lane

Wilmslow

Cheshire, SK9 5AF.

Telephone: 0303 123 1113

www.ico.gov.uk

Yours sincerely

[name]

[job title]