

## Freedom of Information

The Freedom of Information Act (FOOIA) gives a general right of access to all types of recorded information held by this Organisation. The intention of the Act is to encourage a spirit of openness and transparency in the NHS.

## Environmental Information

The Environmental Information Regulations (EIR) establishes an access regime which allows people to request environmental information from public authorities and those bodies carrying out a public function.

## Who has access to information?

Any individual or organisation can make a request for information. FOIA also gives the right

- To be told if the information exists
- To receive information (ideally in the format requested, for example as a copy or summary, or the applicant may ask to inspect a record)



## How do I access information?

In the first instance have a look at our Publication Scheme, which can be found on our web site [www.torbaycaretrust.nhs.uk](http://www.torbaycaretrust.nhs.uk) or to obtain a copy, please contact the Information Governance Manager, contact details on the back of this leaflet.

## What is a Publication Scheme?

This is a guide to the information the organisation routinely publishes or intends to publish. It also describes the form in which the information is published and any charges.

For further information on our Publication Scheme, please see our Information Governance Leaflet No. 10 – A Guide to the Publication Scheme, or our web site [www.torbaycaretrust.nhs.uk](http://www.torbaycaretrust.nhs.uk).

## What if I can't find the information I am looking for?

If you cannot find the information in the Publication Scheme, then put your request in writing to the Information Governance Manager,

details on the back of this leaflet, clearly stating:

- ♦ Your name
- ♦ Postal address/email address
- ♦ Description of information required

If your request is for information under EIR then you may make your request by telephoning the Information Governance Manager, contact details on the back of this leaflet or by asking a member of staff. Please give your name and contact details so that we can respond to you.

## Can I send a request by e-mail?

Yes, you may submit a request by letter, e-mail or fax, so long as we have your name, a contact address and a clear description of the information you require.

## When can I expect to receive the information?

All requests for information must be responded to within 20 working days.

### Will I be charged for the information?

A fee may be charged for dealing with a request and this will be calculated in accordance with the Act.

You will be notified in advance if a fee is payable.

### Can you refuse to supply information?

Yes, there is a range of exemptions, under FOIA and exceptions under EIR which include:

- personal data
- national security
- formulation of government policy
- confidentiality
- information accessible by other means
- information provided in confidence
- information intended for future publication
- commercial interest
- audit functions
- health & safety
- the conduct of public affairs

### What if I am not happy in the way in my request has been handled?

In the first instance, write to our Complaints Manager at the address on the back of this leaflet. If you are still not satisfied after it has been through our Complaints process you have the right to make a complaint to the Information Commissioner.

The Information Commissioner is an independent public official who reports directly to Parliament. Further information can be obtained from:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

<http://www.informationcommissioner.gov.uk>

For further information on our publication scheme or to request information, please contact:

Information Governance Manager  
Torbay Care Trust  
Bay House  
Nicholson Road  
Torquay TQ2 5LS

Tel No: 01803-210509

E-mail: [xxxxx.xxxxx@xxx.xxx](mailto:xxxxx.xxxxx@xxx.xxx)

Website: [www.torbaycaretrust.nhs.uk](http://www.torbaycaretrust.nhs.uk)

## A Guide on How to Access Information

Information Governance Leaflet No.16