



Frequently asked questions - Information Access

Recognising a request

✓ What's an information rights request?

^ Are there requests I can handle as normal course of business?

Yes - not every request has to be referred to the Information Access team.

- A complainant asking for a copy of their complaint, or information that they have provided to us, can be dealt with as normal course of business - provided you are confident of the identity of the requester.
- If someone asks to see a policy, procedure, or other document that we already publish on our website, then you can give them the relevant link.
- Simple requests for rectification, for example, where someone wants their contact details that we hold on them updating, can also be handled as normal course of business.

If you are unsure, use our [request process toolkit](#) or check with the team.

✓ How do I handle a request for something we already publish?

✓ What about a request for our opening letter to the data controller?

✓ Someone has asked for their data to be changed – does IA handle that?

✓ The police have asked for something on my case – is this an information request?

Referring requests to IA

- ✓ How do I refer a request to IA?
 - ✓ I have referred a request to IA. Will I get an acknowledgement?
 - ✓ There's a request email in an ICE sift queue – how do I refer it to IA?
 - ✓ Someone on the helpline is making a SAR – do I transfer the call to IA?
 - ✓ I want to make a request myself – is the process different?
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Consultations

- ✓ I have received a consultation from IA – what do I do?
 - ✓ How do I update the contact details IA holds for my team/ department?
 - ✓ Can IA come to our team meeting to explain more about what they do?
 - ✓ An organisation has consulted ICO on a request – do IA handle that?
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