

Normal course of business checklist

Not every request needs to be considered under the legal rights of information access.

Requests for advice and other questions about our work are handled as enquiries. There is no obligation to respond to these within 20 working days, and should be passed to the [Public Advice Services department](#).

Some examples of information requests that do not need to be referred on and can be handled under normal course of business:

- Requests from data subjects for copies of correspondence that we have already exchanged with them
- Requests for original copies of information that a customer provided to us, in line with [the requirements of the service guide](#)
- Requests for publications, or information which is in fact available on our website.

It may also be possible to handle under normal course of business requests from data subjects for things like our outgoing correspondence to a data controller on an RFA case.

This is especially true where the correspondence contains only standard paragraphs and the information which the data subject had provided us with in the first place.

Any questions about this should be sent to the [Information Access inbox](#). We will aim to respond by the end of the day.