

12 September 2023

**IC-255490-P8K4**

**Request**

We received your request on 1 September. You asked for the following information:

*It has been reported that the Commissioner has been in correspondence with Plymouth City Council about their charging procedures for EIR requests. This link shows coverage of this.*

*<https://www.plymouthherald.co.uk/news/plymouth-news/plymouth-city-council-charged-25-8712062>*

*I would like to request all correspondence sent to Plymouth City Council in 2023 about the issue of charging for information under the EIRs or FOI.*

Your request has been handled under the Freedom of Information Act 2000 (the FOIA). As you are probably aware, this legislation provides public access to recorded information held by a public authority unless an appropriate exemption applies.

**Our response**

We do hold information within the scope of your request. A copy of an excerpt of a letter about an EIR complaints received by the ICO that we sent to Plymouth City Council, which was about their policy of charging a fee for EIR responses as set out in your request, is now available on our disclosure log [here](#). This was not available at the time when we received your request.

Only the excerpt provided was about this matter, and this is the only occasion on which we've written to Plymouth City Council about this matter.

We can also advise that following this letter, Plymouth City Council decided to release the requested information with no charge and so this complaint did not progress to the issuing of a Decision Notice.

### **FOI review procedure**

If you are dissatisfied and wish to request a review of our decision or make a complaint about how your request has been handled you should write to the Information Access Team at the address below or e-mail [icoaccessinformation@ico.org.uk](mailto:icoaccessinformation@ico.org.uk).

Your request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation.

To make such an application, please write to our Customer Contact Team at the address given or visit our website if you wish to make a complaint under the FOIA.

### **Your information**

Please note that our [Privacy notice](#) explains what we do with the personal data you provide to us and what your rights are.

This includes entries regarding the specific purpose and legal basis for the ICO processing information that people that have provided us with, such as an [information requester](#).

The length of time we keep information is laid out in our retention schedule, which can be found [here](#).

Yours sincerely



Information Access Team  
Corporate Planning, Risk and Governance Directorate  
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