

15 March 2024

## **IC-291591-N5Y5**

### **Request**

You asked us:

*"Please provide copies of your most recent Freedom of Information guidance and training for employees responsible for social media within your organisation.*

*By responsible I mean employees who make posts on behalf of your organisation."*

We received your request on 3 March 2024.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

### **Our response**

We can confirm that we hold information in scope of your request.

We have interpreted your request to be for any FOI guidance/training provided to the staff working in our Corporate Communications Team.

Our Corporate Communications Team are required to complete module one, parts one, two and three of the internal FOI training. This training includes:

- Part 1: Overview of FOIA and EIR
- Part 2: Requests under FOIA and EIR
- Part 3: Responsibilities of the ICO under FOIA and EIR

The e-learning slideshows for this training are published on our website [here](#). In addition to the e-learning, delegates also attend a workshop to consolidate their learning. See attached a copy of the workshop material used for module 1.

Within the workshop, four decision notices are reviewed and discussed, these decision notices are linked below:

- [IC-129135-L9X6 Decision Notice](#)
- [IC-123835-R9F2 Decision Notice](#)
- [IC-93234-V8Q3 Decision Notice](#)
- [IC-58756-D7C9 Decision Notice](#)

The Corporate Communications Team also review examples of FOI requests during the role specific social media monitoring training. See attached two slides that are used alongside verbal discussions about how to recognise a FOI request.

You will see that some personal data has been redacted in our response. We have redacted the name, username, profile photo and request made by individuals who have wrote to the ICO via social media to make a FOI request. This is personal information and is exempt under section 40(2) of the FOIA.

This concludes our response to your request.

### **Next steps**

You can ask us to review our response. Please let us know in writing if you want us to carry out a review. Please do so within 40 working days.

You can read a copy of our full [review procedure](#) on our website.

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint](#) through our website.

### **Your information**

Our [privacy notice](#) explains what we do with the personal data you provide to us, and sets out [your rights](#). Our [Retention and Disposal Policy](#) details how long we keep information.

Yours sincerely,

# ico.

Information Commissioner's Office



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