



Access to Information – Schedule of fees

This schedule of fees applies to information that is not publicly available via our website or available from publications which anyone can request from us. This policy covers requests under the Environmental Information (Scotland) Regulations 2004 and the Data Protection Act (1998).

Environmental Requests

ng homes have the right to charge a reasonable fee towards the costs of responding to requests under the Environmental Information Regulations.

What we will not charge for?

- Employee time spent determining whether information is actually held
- Employee time determining if the information can be disclosed.

What we may charge for?

- Employee time taken in the location and/or retrieval of the requested information
- Employee time to redact information so that it can be provided in response to a request
- Photocopying / Printing
- Postage

There must be a published schedule of charges in order to be able to charge applicants for environmental information. Currently the Association uses the rate of £25 - as the hourly rate for calculating the average value of the various staff grades involved for their payroll costs. The ICO have indicated that it is reasonable for public authorities to use the rate of £25 for enquiries under the Regulations.

Copying or printing of material is charged at 10p per black and white copy of A4 or A3 and 45p per colour copy of A4 or A3.

Postage is charged at the current Royal Mail cost for Second Class postage.

Charge waiver

We do not charge for information which takes us less than 4 hours to retrieve in order to provide you with a response to your request.

Where information takes us over 4 hours to retrieve, we may ask you to pay the cost up to a maximum of £750. The Association may elect to waive the fee if satisfied that there is a genuine and widespread public interest in the publication of the information in question. This is unlikely to be the case where a request appears to be driven by commercial interests or is highly specific in terms of focus or geographical area. Any request that exceeds the maximum charge could be deemed manifestly excessive.

Notice of Fees

If we intend to make a charge for any requested information we will contact you as soon as possible. We will issue you a Fees Notice which sets out the charge and how it has been calculated. The notice will tell you how to pay the fee to us. It will also offer advice and assistance to help you narrow your request to reduce or avoid charges altogether.

If you receive a Fees Notice you can decide whether to pay for the information or to take up our offer of advice and assistance. The issue of a fees notice will stop the timeline for the request until a response is received.

If we do not hear from you within 60 working days of issue of a fees notice, we will assume that you have withdrawn your request.

Requests for your own personal data

You can make a request to us for copies of your personal data under the Data Protection Act 1998. We may charge a maximum of £10 for processing such requests.

Advice and Assistance

ng homes will provide advice and assistance to anyone who would like to request information from us. Please contact our Data Protection Officer via the contact details below:

Email: info@nghomes.net

Data Protection Officer

ng homes

50 Reidhouse Street

Glasgow

G21 4LS

Telephone: 0141 560 6000