



Cardiff  
Metropolitan  
University

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# How to Request Information from Cardiff Metropolitan University

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Cardiff Metropolitan University is committed to the principles of openness and transparency. We will look favourably on any requests for information made by staff, students or members of the public.

When you make a request, we would advise you to be as clear as possible and give us as much detail as you can about the information you want. This will not only allow us to identify and supply you with exactly what you wanted, without having to get in touch with you again, but may also mean that we are able to give you the information you wanted earlier.

Three main pieces of legislation allow you to ask to see any information that we hold.

### **Data Protection Act 1998**

The Data Protection Act aims to protect individuals from unwanted or harmful uses of their personal data, by ensuring that organisations collect, use, disclose and destroy this type of information in a responsible and accountable fashion, with regard for personal privacy.

The Act gives you the right to correct or erase inaccurate information and to prevent us processing your data in certain circumstances. It also allows you to access any personal information about yourself that we hold. For example, you may wish to see your staff or student file or have a copy of information held about you by the Library, Accommodation, etc.

If you want to make a request for information that Cardiff Met holds about you this will be a Data Protection Act Subject Access Request.

You will need to:

- Make your request in writing
- Include proof of your identity
- Include the correct fee, if appropriate – this is currently £10.00
- Describe the information you want

You should receive a response to your request within 40 calendar days.

### **Freedom of Information Act 2000 Environmental Information Regulations 2004**

The Freedom of Information Act and the Environmental Information Regulations are intended to help make the public sector more open and accountable by allowing members of the public to scrutinise the decisions they make and the services they provide. These two pieces of legislation allow you to access any other information we hold. For example, you may want to see a particular set of minutes or have some statistics about Cardiff Met.

A good place to start would be our external website (<http://www.cardiffmet.ac.uk/Pages/home.aspx>), which includes details of all the information that we already routinely publish. Most of this information can be

accessed directly from our website, although you could ask for it as a paper copy if you prefer. Where information cannot be accessed directly but is available on request our website includes details of the information and how it can be accessed – this mostly appears on the Secretariat section of the website.

If the information you want to see isn't mentioned on our website then you can make an individual request. To make a Freedom of Information request you will need to:

- Make your request in writing – either by letter or email
- Include your name
- Include an address for us to contact you
- Describe the information you want

You can also say how you would like to have access to the information, for example, you may want to see the information or you may want to ask for a copy of it. A request under the Environmental Information Regulations can also be made verbally, or by some other means. If your request is particularly complex, however, we would advise you to put it in writing to avoid any confusion as to what information you want.

You do not need to tell us why you want the information you've asked for, although, in some circumstances, it may help us to identify and supply exactly what you want if you do tell us. It may help us to get in touch with you (if we need to do so) if you give us a telephone number or an email address, but again you are under no obligation to do this.

Some of the information that we hold will have been obtained from a third party or will include a reference to a third party. When we consider any requests for this type of information, we will normally consult the third party before supplying the information you have requested. If you want to be informed before we start this consultation please let us know when you make your request.

We will not make a charge to locate the information you have requested, unless considerable staff time was involved in this research. If you choose to come to the University to look at the information or ask for it to be sent by email we will normally make no charge. Paper copies of information can be requested at 10p for each A4 sheet, although we won't charge for a small number of copies. Some requests will also attract VAT.

You should receive a response to your request within 20 working days.

## **Contact Us**

If you want to request information from the University, please send your request to:

Andrew Lane  
Senior Officer  
Secretariat Unit  
Cardiff Metropolitan University  
Llandaff Campus  
Western Avenue  
CARDIFF  
CF5 2YB

Tel: 029 2020 5758

Email: [freedomofinfo@cardiffmet.ac.uk](mailto:freedomofinfo@cardiffmet.ac.uk)

If you find it difficult to make a request in writing, have any other problems in making a request, want more information on fees, or want to check on the progress of a request you have already made, we will be happy to offer you any advice and assistance we can.

## **Complaints**

If you believe that Cardiff Metropolitan University has failed to comply with its Publication Scheme, that a request you made wasn't properly handled or are unhappy about the outcome of the consideration given to a request, in the first instance you can request an internal review. Wherever possible the review will be carried out by a senior officer not involved in the case or party to any original decision. This will usually be the Secretary & Clerk to the Governors.

The Review will involve building a timeline of how the University dealt with the response in the first instance and if necessary considering correspondence between those who hold information relevant to the request and those who were responsible for collating the actual response.

The Reviewer will identify if the University has failed in its duty to comply with the access to information regime(s) relevant to the request and reconsider any exemptions that were relied upon in the original response. The Reviewer will respond to the enquirer within the 20 working day deadline if possible. If it becomes clear that the response cannot be provided within this timeline, the Reviewer will write to forewarn the enquirer, and to indicate when the response is likely to be issued.

A requester dissatisfied with the University's response may take their case to the ICO, who may in turn require the University to undertake further review of the decisions in the case, and to provide the ICO with related information.

## **Note**

Although we would hope to let you see any information that you want you should be aware that there are some exemptions to your right to have access to information. These exemptions are designed to protect certain information that shouldn't be generally known (such as personal information about members of staff or students or information that we have been given in confidence) as well as to assist organisations in fulfilling all their responsibilities (for example, by allowing them to direct enquirers towards information that is available elsewhere). If we cannot let you see the information that you want, for whatever reason, we will always explain why we are refusing your request and outline how you can complain about our decision.