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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. It looks favourably on any requests for information made by staff, students or members of the public.

When making a request, be as clear as possible and give as much detail as you can about the information you want. This will not only allow the University to identify and supply exactly what you have requested without having to contact you for further clarification, but it may also speed up the process of providing the information you require.

There are three pieces of legislation that allow you to ask the University to see certain information that it holds.

### **The General Data Protection Regulation (GDPR)**

GDPR replaces the EU Data Protection Directive 1995 (Directive 95/46/EC). It provides a coherent and thorough personal data privacy law across all EU member states. The GDPR aims to help prevent security breaches and the loss of personal data by organisations that hold or process Personally Identifiable Information (PII). The regulation affects any organisation, company or public body that offer goods or services (even free ones), or that monitor the behaviour of EU citizens. The penalty for breaking the regulation can be financially extreme and significantly detrimental.

GDPR affords a number of rights to individuals which allows them to have more control over the way in which their personal information is processed. These are:

- The Right to be Informed
- The Right to Access
- The Right to Rectification
- The Right to Erasure
- The Right to Restrict Processing
- The Right to Data Portability
- The Right to Object

All of these have significant implications for individuals and their personal data. For more information about your rights, please visit the Information Commissioner's Office (ICO) [website](#).

The Right to Access allows you to discover the personal information held on you by the University and if any of this information is disclosed to other organisations. If you make a request to receive any of your personal data held by the University, this will be processed as a Subject Access Request (SAR) under the GDPR.

You will need to:

- Make your request in writing to the following address;
- Include proof of your identity; and
- Describe the information you want in as much detail.

Information & Data Compliance Officer  
Secretariat Unit  
Cardiff Met University  
Llandaff Campus  
Western Avenue  
Cardiff  
CF5 2YB

Unless the University is entitled to withhold it, you will receive all information you have specified in your request within both paper and electronic records. You will receive a response to your request within one calendar month.

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

The Freedom of Information Act (FOIA) and the Environmental Information Regulations (EIR) 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 the University holds.

A good place to start is the University's external [website](#), which includes details of all the information that is already routinely published. Most of this information can be accessed directly from the website, although it is available in paper copy. Where information cannot be accessed directly but is available on request, the website includes details of the information and how it can be accessed – this mostly appears on the University Structure and Governance section of the [website](#).

If the information you are looking for isn't referenced on the website, 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 contact information; and
- Describe the information you want and how you would like to receive it.

A request under the Environmental Information Regulations can be made verbally or by other means. If your request is particularly complex however, the University advises you to put it in writing to avoid any confusion regarding the information you have asked for.

You do not need to tell us why you want the information you have asked for, although in some circumstances it may help to identify and supply the exact answers to your questions. Providing a telephone number or an email address is also helpful but not obligatory.

Some of the information that is held by the University will have been obtained from a third party or will include reference to a third party. When considering any requests for this type of information, the third party will be consulted before supplying the

information requested. If you would like to be informed before this consultation begins, please let us know when you make your request.

The University does not allocate a charge to locating the information you have requested, unless considerable staff time is involved in the research. If you choose to come to the University to view the information or ask for it to be sent by email, we will make no charge. Paper copies of information can be requested at 10p for each A4 page, although a small number of copies are not charged for.

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

## **Contact Us**

If you want to request information from Cardiff Metropolitan University, we would encourage you to send your request to:

Information & Data Compliance Officer  
Secretariat Unit  
Cardiff Metropolitan University  
Llandaff Campus  
Western Avenue  
CARDIFF  
CF5 2YB  
Tel: 029 2020 5635  
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, the University is happy to offer advice and assistance.

## **Complaints/Internal Review**

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 (please send your request to [freedomofinfo@cardiffmet.ac.uk](mailto:freedomofinfo@cardiffmet.ac.uk)). The Internal Review will be conducted by a senior member of staff who was not involved with the original request, so to allow them to make an impartial and just decision. This is normally the Secretary and Clerk to the Governors.

The Review involves building a timeline of how the University dealt with response in the first instance, and if necessary will consider 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 a 20 working-day deadline. 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 who is dissatisfied with the University's response may take their case to the ICO, which may in turn require the University to undertake further review of the decisions in the case, and provide related information. The ICO's contact information is:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF  
[www.ico.org.uk](http://www.ico.org.uk)

### **Note**

Although the University endeavours to disclose any relevant information that you ask for, 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 released into the public domain (such as personal information about members of staff or students or information that has been given in confidence) as well as to assist organisations in fulfilling all of their responsibilities (for example, by allowing them to direct enquirers towards information that is available elsewhere). If the University cannot let you see the information you have asked for, it will always explain its decision and outline how you can complain about the refusal.