

Access to information: making a challenge

Challenge

You have the right to challenge the decision to refuse the release of all or part of the information you requested. This must be done in writing within 6 months of receiving the information or refusal notice. Please write to;

Information Access Challenges
Northampton Borough Council
The Guildhall
St Giles Square
Northampton, NN1 1DE
Email: infochallenges@northampton.gov.uk

Your letter will be acknowledged within 5 days. A more senior officer will then handle your challenge and review the information that has been withheld. You will be notified of the outcome within 20 working days.

Appeal

If you are still unhappy with the disclosure decision you then have the right to appeal. Please write to;

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow Cheshire
SK9 5AF

You must have tried to resolve your challenge with the Council before you contact the Information Commissioner.

Complaint

If you feel you were treated in an unfair manner during your information request you should complain using the usual Council complaints procedure which is available from any of the Council's offices, by post to the address above or via the web at www.northampton.gov.uk/complaints

Access to information

This leaflet explains:

- Your rights in law to request information held by Northampton Borough Council
- How to make a request for information
- Challenging an information disclosure decision

**PUBLIC
INFORMATION**



**NORTHAMPTON
BOROUGH COUNCIL**

Access to information: the legislation

Three pieces of legislation make up the statutory rules of access to information. They allow you to request any information created or held by Northampton Borough Council. These are:

● The Freedom of Information Act 2000 (FOI)

Since 1st January 2005 anyone, anywhere in the world can write to any UK public body and request information. You have;

1. The right to be told whether the information you are requesting is being held by the public body and if it is;
2. The right to receive copies of the information as long as it is not exempt and it is in the public interest to release.

A Freedom of Information request must be in writing and include your name and a return address. This includes letter, email and fax.

The Council then has **20 working days** to respond to your request.

● The General Data Protection Regulation 2016 (GDPR)

You have the right to request to see the personal information held by the Council about you. This is known as a SAR (Subject Access Request)

Personal information requests can be made in writing, in person or verbally. There is a form to guide you through the application process such as what forms of ID you need to provide to ensure your personal data is not released to anyone else. You will also be asked to state what form and method you want to receive the data.

The Council has one month to provide you with a copy of your personal data.

● Environmental Information Regulations 2004 (EIR)

If you wish to request information about the environment then you should submit an Environmental Information Request. This includes information on air, water, land, natural sites, flora and fauna, built environment and health.

The Council has 20 working days to provide the information to you.

Access to Information: making a request

All requests can be made by writing to:

Information Requests
Northampton Borough Council
The Guildhall
St Giles Square
Northampton
NN1 1DE
Email: requests@northampton.gov.uk

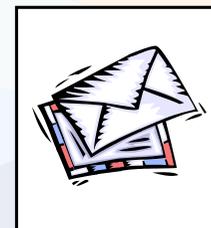
EIR requests can also be made over the telephone: 01604 838536

However you apply for the information the Council will handle the request in the same way.



Receive

Day 1

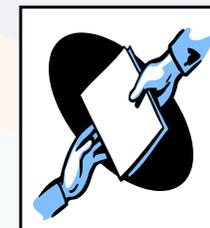


Validate

by day 5



Retrieve



Release

by day 20

Please remember the above are working days and that data protection responses are slightly longer, one month. Requests may also be extended if exceptionally complex or they require extended exemption consideration.

Some information you request may be exempt from disclosure. If this is the case the exemption will be reviewed and if it can be shown to be in the public's interest to release it the Council will do so. It may be that only some of the information can be released and some redacted (blacked out).

Whatever the decision you will be informed of the reasons why the information has been withheld and given the opportunity to challenge that decision.

More information on making a request can be found at
www.northampton.gov.uk/foi or www.northampton.gov.uk/dpa