

# National Army Museum

## Freedom of Information Policy

### 1. Introduction

The Freedom of Information Act 2000 came into effect on 1 January 2005. The National Army Museum is named as a public authority by the Act 2000 and must comply with it.

This document sets out the policy regarding the Museum's compliance with the Freedom of Information Act 2000.

### 2. Scope

The aim of this policy is to provide a framework for responding to information requests to ensure compliance with relevant legislation.

This policy applies to all information created, received or held by staff in connection with their work at the Museum.

### 3. Background

The **Freedom of Information Act 2000** states that the public can make a request to access information held by the Museum. Requests must be made in writing and the response provided within twenty working days. Information must be provided subject to exemptions as defined by the Act.

Requests for information relating to the natural, historic or built environment are covered by the **Environmental Information Regulations**. Requests for information can be made verbally and must be answered within twenty working days.

**Information** can be *in any form*, created or received by the Museum in the transaction of its business, or in the conduct of its affairs, and retained as evidence of such activity. This encompasses different types of media, from traditional paper-based records through to e-mails, databases, microfilm, video, etc. All records created and received by staff in the course of the Museum's business are owned by the Council of the National Army Museum.

The Museum **Publication Scheme** will be published on the Museum's website. The Publication Scheme will provide a comprehensive guide to the information routinely published by the Museum.

### 4. Legal Basis

The Museum will provide information when requested in compliance with the following legislation:

- The Freedom of Information Act, 2000
- The Environmental Information Regulations, 2004

### 5. Responsibilities

The **Director** has responsibility for Freedom of Information at the Museum

The **Assistant Director (Collections)** has day-to-day responsibility for Freedom of Information and ensuring compliance with policies and procedures.

The **Records Officer** is responsible for co-ordinating all freedom of information requests that are received by the Museum. The Records Officer will provide advice regarding the use of exemptions.

**Individual members of staff** have a responsibility to ensure the Records Officer is made aware of all freedom of information requests and they are answered within 20 working days.

## 6. Fees

In some instances the Museum may charge a fee to offset the cost of responding to a request. The Fee Regulations state that the cost limit is £450. Costs are set at £25 per person per hour regardless to actual rate of pay. This means the cost limit would be exceeded after 18 hours work.

When information is provided as copies of documents, photographs, film, etc the Museum reserves the right to charge the current fee for reproductions. This will be requested prior to the information being provided.

## 7. Procedures & Advice

Relevant best practice policies, procedures and guidelines will be made available on the Museum Intranet. For any specific advice contact the Museum Records Officer.

This policy will be used in conjunction with the Enquiries Policy and Museum Publication Scheme.

## 8. Complaints and Appeals

If an enquirer is unhappy with a response they can request an internal review carried out by the Museum. All complaints should be directed to the Assistant Director (Collections). A senior member of staff not involved in the initial response will lead the internal review committee.

If an enquirer is dissatisfied with the review findings, they may contact the Information Commissioner:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.gov.uk](http://www.ico.gov.uk)

## 9. Policy Review

The Freedom of Information Policy will be reviewed in 5 years. The next review is August 2015.

## 10. Date of Approval

Approved at the meeting of the Management Team on 27 July 2010.

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Version	1-1
Supersedes	n/a
Policy Owner	Records Officer
Lead Contact	Vanessa Rodnight
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