

Group Charging for Information Policy

1. Introduction

- 1.1 The Freedom of Information (Scotland) Act 2002 (FOISA) and the Environmental Information (Scotland) Regulations 2004 (EIRs) give everyone the right to request information held by any Scottish public authority. Both laws also require authorities to publish some information proactively.
- 1.2 Caledonia and Cordale Housing Associations are Scottish public authorities for the purposes of FOISA and EIRs. We are also data controllers for the purposes of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018 (DPA) and so are obliged to respond to subject access requests (SARs) for personal data we hold.
- 1.3 This policy sets out the charges Caledonia and Cordale Housing Associations might make for providing access to information held. This charging policy applies to information that is not publicly available via our websites or from other publications that are freely available on request.
- 1.4 It has been drafted with due consideration to FOISA and EIRs guidance published by the Scottish Information Commissioner (SIC); and the Guide to the GDPR, published by the Information Commissioner's Office (ICO).

2. Published Information

- 2.1 This section applies to information which Caledonia and Cordale Housing Associations publish through the Model Publication Scheme. Each organisation has produced a Guide to Information which sets out the information it makes available through the scheme.
- 2.2 All information on the website of each organisation (www.caledoniaha.co.uk; www.cordalehousing.org.uk) is available to download for free.
- 2.3 A charge may be applied for printing information from a website, or providing published information which is not yet on the website. In all cases the charge will not be greater than the amount it actually costs to print and send the information.
- 2.4 Where charges are made, they will be as follows:
 - (i) Photocopying per double-sided sheet at 10p per black and white A4 or A3 sheet and 20p per colour A4 or A3 sheet.
 - (ii) Electronic format. The cost of purchasing any removable media (for example CD ROM or USB memory stick) required to store the downloaded information. There will be no charge for sending a copy of (or URL link to) the document via email.
 - (iii) Postage costs are recharged at the rate paid to send the information by Royal Mail First Class.
- 2.5 When providing copies of pre-printed publications we will charge no more than what it cost us, per copy, to have the publication printed.

3. Information Available Only by Request

3.1 This section applies to information which Caledonia and Cordale Housing Associations do not routinely publish, but which anyone can request. It applies to all requests, whether for environmental or non-environmental information.

What may we charge for?

3.2 We do not charge for:

- (i) the time it takes us to decide whether we hold the information you asked for; or
- (ii) the time it takes us to decide whether the information can be disclosed.

3.3 Charges may be made for:

- (i) the staff time taken to locate and retrieve the information; and
- (ii) providing the information to the requester.

Calculating charges

3.4 Charges are calculated on the basis of the actual cost to the organisation of providing the information. Staff time is charged at the average hourly rate of pay for the grade(s) of the staff responding to the request, up to a maximum of £15 per hour per member of staff.

Charge waiver

3.5 We do not charge for information which costs less than £100 to provide. Where information costs between £100 and £600 to provide, we may apply a charge of up to 10% of the cost of providing it. For example, if information costs us £600 to provide, the charge would be no more than £50. This fee is calculated on the basis of a waiver for the first £100 costs of providing the information and 10% of the remaining £500.

3.6 Where information costs over £600 to provide, we may set a charge which covers the additional cost over that amount in full. For example, if information costs £800 to provide, we may charge £250. This would be calculated on the basis of a waiver for the first £100 costs, 10% of the next £500 costs, and full cost recovery for cost over £600 (in this example, £200).

3.7 Notwithstanding this, Caledonia and Cordale Housing Associations are legally entitled to refuse to deal with requests for non-environmental information which would cost more than £600 to provide. We will exercise this right at our discretion, having firstly consulted with the requester with a view to identifying possible options for bringing the cost within the £600 limit.

4. Requests for Personal Data

4.1 This section applies to SARs submitted in accordance with the GDPR and the DPA. In most circumstances, we will not charge a fee to comply with subject access requests. A charge may be made if a request is manifestly unfounded or excessive; or for copies of information we have already given to the requester. Our Privacy Notice contains more information about the rights of individuals to access their own personal data.

5 Requests for Re-use of Information

5.1 All information published by Caledonia and Cordale Housing Associations is made available under the Open Government Licence which sets out what can and cannot be done with it. There is no charge to re-use information downloaded from our websites. We will endeavour to meet the needs of requesters as far as possible and provide information in other formats on request. We may charge for this. The

charge will equal the actual cost to us of providing the information to you in the specific way requested. This may include for example, the cost of printing, or providing a CD-ROM, USB Memory Stick or other removable media. Staff time is charged at the hourly rate of pay for the grade(s) of the staff responding to the re-use request.

6. Fees Notice

- 6.1 If we intend to make a charge we will contact the requester before we send any information. We will issue a Fees Notice which sets out the charge and how it has been calculated. The notice will specify how the fee can be paid. It will also offer advice and assistance to help a request to be narrowed and thus reduce or avoid charges altogether.
- 6.2 Those receiving a Fees Notice can decide whether to pay for the information or to take up our offer of advice and assistance. If we do not hear from the requester within 20 working days of issuing a fees notice, we will assume that the request has been withdrawn.

7. Review

- 7.1 We will review this Charging Policy on an annual basis or sooner if it appears that the amounts being charged are unreasonable or providing an obstacle to accessing information.

8 Advice and Assistance

- 8.1 We will provide advice and assistance to anyone who would like to request information from us.

Caledonia Housing Association
5 South St. John's Place,
Perth,
PH1 5SU
Email: info@caledoniaha.co.uk
Telephone: 0800 678 1228

Cordale Housing Association
167 Main Street,
Renton,
Dunbartonshire, G82 4PF
Email: info@cordalehousing.co.uk
Telephone: 0800 678 1228

9 Compliance Statement

It is important that all members of staff, in carrying out their duties for the Group, do so in accordance with the Group's policy framework. Our policy framework ensures we comply with laws and regulation, while giving guidance to inform operations and decision-making. Our policies have been designed to be clear and easy to understand, and are available on our website and intranet. If any member of staff is unclear as to their responsibilities under this policy, then they should refer to their line manager and / or the policy author for further guidance. A failure to comply with Group policies can have serious consequences for the Group. Should an employee become concerned about serious non-compliance with the policy, they should speak to their line manager or refer to the guidance set out in the Group Whistleblowing policy.