



Access to Information - Charging Policy

This charging policy applies to information that is not publicly available via our website or from other publications that are freely available on request.

This policy covers requests under the Environmental Information (Scotland) Regulations 2004 (EIRs), and the Data Protection Act 2018 (DPA 2018) / General Data Protection Regulation (EU) 2016/679 (GDPR).

It has been drafted with due consideration to EIRs guidance published by the Scottish Information Commissioner (SIC); and the Guide to the GDPR, published by the Information Commissioner's Office (ICO).

Environmental Information Requests

We have a right to charge a reasonable fee towards the costs of responding to requests submitted under the EIRs. In order to do so we are required to publish, and make available to applicants, a Schedule of Fees and information on the circumstances in which fees may be charged, waived or required to be paid in advance.

What we will not charge for

- Employee time spent determining whether information is actually held
- Employee time determining if the information can be disclosed.

What we may charge for

- Employee time taken in the location and/or retrieval of the requested information
- Employee time to redact information so that it can be provided in response to a request
- Employee time to prepare the information in the required format for release, including scanning or otherwise digitising paper documents.
- Photocopying / Printing
- Postage

In all cases, the charges will not exceed the actual costs incurred by us in providing the information. Employee time will be charged at the average hourly rate of pay for the grade(s) of the employees involved in retrieving, redacting and scanning the information, and responding to the request, up to a maximum of £20 per hour per employee.

Copying or printing of material is charged at 10p per black and white copy of A4 or A3 and 45p per colour copy of A4 or A3.

Postage is charged at the current Royal Mail cost payable for sending the information.

Charge waiver

We will not charge for providing information which takes us less than 4 hours in total to retrieve, redact and prepare in the required format for release.

We will not charge if it is otherwise uneconomical to issue a fees notice and process payment.

Where we consider it is in the public interest to make the information freely and widely available we will publish it on our website, without imposing a charge on the requester.

Where it takes us over 4 hours in total to retrieve, redact and prepare the information in the required format, we may ask you to pay the cost, up to a maximum of £500.

Notice of Fees

If we intend to make a charge for any requested information we will contact you as soon as possible. We will issue you a Fees Notice which sets out the charge and how it has been calculated. The notice will tell you how to pay the fee to us, and whether payment is required in advance of the information being provided. The Fees Notice will also offer advice and assistance to help you narrow your request to reduce or avoid charges altogether.

If you receive a Fees Notice you can decide whether to pay for the information or to take up our offer of advice and assistance.

If we do not hear from you within 60 working days of issue of a Fees Notice, we will assume that you have withdrawn your request.

Where a Fees Notice is issued and we later find it costs less to provide the information than anticipated, we will refund any overpayment.

Requests for your own personal data

You can make a request to us to access your personal data under the GDPR. In most cases we will not charge a fee to comply with such a request. We may request a reasonable fee where we consider the request is manifestly unfounded or excessive. This fee would be based on the administrative cost of complying with the request, primarily including staff time. In the event that we intend to charge a fee we will advise, and request payment, of this in advance of complying with the request.

Review

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.

Advice and Assistance

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 1 Red Row, Renton, Dunbartonshire, G82 4PL Email: info@cordalehousing.co.uk Telephone: 01389 721216	Bellsmyre Housing Association 16 Merkins Avenue Bellsmyre Dunbartonshire, G82 3EB Email: enquiries@bellsmyre-ha.org Telephone: 01389 765179
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