



Access to Information – Charging Policy

This charging policy applies to information that is not publicly available via our website or available from publications which anyone can request from us. This policy covers requests under the Environmental Information (Scotland) Regulations 2004 and the Data Protection Act (1998).

Environmental Requests

Bield have the right to charge a reasonable fee towards the costs of responding to requests under the Environmental Information Regulations.

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
- Photocopying / Printing
- Postage

Charges are calculated on the basis of the actual cost to Bield Housing & Care of providing the information.

Employee time is charged at the average hourly rate of pay for the grade(s) of the employee 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 for Second Class postage.

Charge waiver

We do not charge for information which takes us less than 4 hours to retrieve in order to provide you with a response to your request.

Where information takes us over 4 hours to retrieve, 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. It 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If we do not hear from you within 60 working days of issue of a fees notice, we will assume that you have withdrawn your request.

Requests for your own personal data

You can make a request to us for copies of your personal data under the Data Protection Act 1998. We may charge a maximum of £10 for processing such requests.

Advice and Assistance

Bield will provide advice and assistance to anyone who would like to request information from us. Please contact our Information Management Officer via the contact details below:

Email us: AccessToInfo@bield.co.uk

Write to us: Information Management Officer
79 Hopetoun Street
Edinburgh
EH7 4QF

Telephone us: 0131 273 4000