

# Freedom of Information Policy

## PalmerWebb Limited

### 1. Introduction

PalmerWebb Limited is committed to openness, transparency, and accountability. This Freedom of Information (FOI) policy outlines our approach to handling requests for information and ensures compliance with relevant legislation.

### 2. Purpose

The purpose of this policy is to provide guidelines for the management and disclosure of information while ensuring compliance with applicable laws and regulations.

### 3. Scope

This policy applies to all employees, contractors, and stakeholders of PalmerWebb Limited. It covers information held by the company, including digital and physical records.

### 4. Compliance with Legislation

PalmerWebb Limited operates in accordance with applicable Freedom of Information laws, such as the UK Freedom of Information Act 2000 (if applicable) and other relevant data protection and privacy regulations.

### 5. Information Accessibility

- PalmerWebb Limited aims to make non-sensitive information available to the public where feasible.
- Requests for information must be submitted in writing, stating clearly the details of the required information.
- The company will respond to FOI requests within the legally prescribed timeframe, typically within 20 working days.
- Some information may be exempt from disclosure under legal exemptions, including but not limited to confidentiality agreements, intellectual property rights, and data protection laws.

### 6. Request Process

- FOI requests should be submitted via email or postal mail to the designated FOI Officer.
- A formal acknowledgment will be provided within five working days.
- If necessary, further clarification may be sought from the requester to process the request effectively.



- If a request is denied, a written explanation will be provided, along with details on the appeal process.

## 7. Exemptions

Certain categories of information may be exempt from disclosure, including but not limited to:

- Personal data protected under data protection laws
- Confidential commercial information
- Information that could harm national security or public safety
- Legally privileged communications

## 8. Appeals and Complaints

If a requester is dissatisfied with the response received, they may:

- Request an internal review within PalmerWebb Limited.
- If the requester remains dissatisfied, they may escalate the complaint to the Information Commissioner's Office (ICO) or the relevant regulatory body.

## 9. Responsibilities

- The FOI Officer is responsible for handling FOI requests and ensuring compliance with this policy.
- Employees must assist in locating and providing requested information where applicable.

## 10. Policy Review and Updates

This policy will be reviewed annually and updated as necessary to ensure continued compliance with legislative requirements.

## 11. Contact Information

FOI Officer

PalmerWebb Limited

Address: 32 Bellevue Farm Road, Pease Pottage, West Sussex, RH11 9GU

Email: [data.protection@palmerwebb.co.uk](mailto:data.protection@palmerwebb.co.uk)

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