



# Freedom of Information (FOI) Policy

---

## 1. About this policy

Herefordshire, Ludlow and North Shropshire College is committed to openness and transparency. Under the Freedom of Information Act 2000, the public has a right to access information held by the College.

This policy explains:

- What information we publish
- How to request information
- How requests are handled

## 2. Publication Scheme (Information We Publish)

The College adopts the Information Commissioner's Office (ICO) Model Publication Scheme and routinely makes information available online.

Information is published under the following categories:

### Who we are and what we do

[About the College](#)

[Governance](#)

### What we spend and how we spend it

[Reports and Financial Statements](#)

### What our priorities are and how we are doing

[Reports and Performance Information](#)

### How we make decisions

[Meeting Agendas and Minutes](#)

### Our policies and procedures

[Policies and Governance](#)

### Lists and registers

[Governance Information](#)

### The services we offer

[Courses and College Information](#)



### **3. Requesting Information**

If the information you need is not available on our website, you can make a request by email:  
dataprotection@hlnc.ac.uk

To be valid, a request must:

- Be in writing (including email)
- Include your name
- Clearly describe the information requested

We will respond within 20 working days.

### **4. When Information May Be Withheld**

We may not release information where exemptions apply, including:

- Personal data (data protection law)
- Commercially sensitive information
- Confidential or safeguarding-related information

### **5. Complaints**

If you are unhappy with a response, you can request an internal review.

If you remain dissatisfied, you may complain to the Information Commissioner's Office (ICO).

### **6. Charges**

Most information is free. Reasonable charges may apply for:

- Printing and postage
- Large or complex requests

### **7. Review**

This policy is reviewed regularly to ensure it remains up to date.