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 or relates to a subject access request, you can make a request by email to dataprotection@hlnsc.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.