**Date issued:** 16 March 2022

**Freedom of Information Request**

We are writing in response to your Freedom of Information request. Your request has been considered in accordance with the requirements of the Freedom of Information Act and our Data and Information Management Policy.

**You asked for the following information:**

***“…the training material used to train staff in the correct usage of Fujitsu Star Mobile”***

We can confirm that we hold the information you require. However, the document is the intellectual property of Fujitsu and the training material used to train staff is exempt from disclosure under section 43 Freedom of Information Act (2000) as this information is deemed a trade secret.

Section 43 is a qualified exemption which means that it is necessary to consider the public interest when deciding whether to release or withhold such information. Whilst there is a general public interest in the disclosure of information – as greater transparency makes public authorities more accountable – consideration has had to be given to the need to ensure that the commercial interests of third parties are not prejudiced or undermined by disclosure of information which is not common knowledge.

The disclosure of the requested information could result in an unfair advantage held by Fujitsu’s competitors which would have the real potential to jeopardise the company’s future business opportunities and their ability to compete in the commercial marketplace would be damaged. This would be likely to have a negative knock-on effect on the quality and choice available to public authorities (including the TfW) when attempting to procure the most efficient and effective products/services in the future. In the longer term if companies fail, this may reduce the competition in the market generally, and therefore the choice available to TfW would be further reduced, and again this will hamper TfW’s ability to achieve value for public money, quality and efficiency. Competition is required to ensure that efficiency and quality is maintained.

Therefore, we believe that benefit to the public in applying the exemption outweighs the public interest of disclosing the information.

Yours sincerely,

**Transport for Wales**

**Appeal Rights**

If you are unhappy with the way your request has been handled and wish to make a complaint or request a review of our decision, please write to the Head of Freedom of Information at either Transport for Wales, 3 Llys Cdwyn, Pontypridd, CF37 4TH or [freedomofinformation@tfw.wales](mailto:freedomofinformation@tfw.wales). Your request must be submitted within 40 working days of receipt of this letter. If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision.

The Information Commissioner (ICO) can be contacted at Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or you can contact the ICO through the 'Make a Complaint' section of their website on this link: <https://ico.org.uk/make-a-complaint/>

The relevant section to select will be "Official or Public Information".