

Date issued: 27 April 2021

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 information access policy.

Your Questions Answered

1. How many accounts are currently blocked by your @tfwrail Twitter account?

Seven accounts are blocked.

2. Please provide a full list of all of these accounts that are currently blocked by your @tfwrail Twitter account?

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act. This exemption covers the personal data of third parties where complying with a request for information under the Act would breach any of the principles of UK GDPR. 'Personal data' means any information relating to an identified or identifiable living individual. An 'identifiable living individual' means a living individual who can be identified, directly or indirectly, in particular by reference to - (a) an identifier such as a name, an identification number, location data or an online identifier, or - (b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual. In this instance, details of the accounts blocked by the @tfwrail Twitter account are classified as online identifiers.

3. How many accounts are currently muted by your @tfwrail Twitter account?

Five accounts are muted.

4. Please provide a full list of all of these accounts that are currently muted by your @tfwrail Twitter account?

This information is exempt from disclosure under Section 40(2) of the Freedom of Information Act, for the same reasons outlined in our answer to question 2.

5. Are you still giving your staff fake names to use on Twitter like you did in the Arriva Trains Wales days?

Staff can choose to use a pseudonym.

6. If so what is the reason for giving your Twitter staff fake names rather than allowing them to use their real names?

Pseudonyms are chosen to protect staff and ensure their safety.

[Cont'd]

7. If so, how are these fake names chosen? Like do your staff get to choose a fake name for themselves? Or do you choose a fake name for them? Do you have a list of fake names that you choose from?

Staff chose names themselves. Short names are preferable to allow more characters to be used in replies on Twitter.

8. How many staff are currently employed to operate your Twitter account?

There are five members of staff who operate social media accounts including Twitter, Whatsapp, Facebook, LinkedIn, YouTube and Instagram. Support and cover is also provided by the wider Customer Relations Team.

9. Where are the staff who run your Twitter account based at?

Due to the current pandemic and instructions around home working, staff are based at both office and home locations around the Wales. Home address details are exempt from disclosure under Section 40(2) of the Freedom of Information Act, for the same reasons outlined in our answer to question 2. Our office address is available on our website.

10. Are the staff who run your Twitter account directly employed by you or by an outsourced agency and if so what is the name of the outsourced agency that you use?

The Social Media Team are employed by Transport for Wales Rail Ltd directly.

We hope this information is of use to you.

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. 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".