

**Date issued:** 16 March 2022

## **Freedom of Information Request**

We are writing further to our response dated 7<sup>th</sup> March 2022, when we advised that a request had been made to the supplier of our on-station announcements, Worldline, for a copy of their English announcement scripts.

We have now received a response from Worldline, who have cited Section 12(1) of the Freedom of Information Act (2000) ('the Act'), which allows a public authority to refuse a request if the cost of providing the information to the applicant would exceed the 'appropriate limit' as defined by the Act and Data Protection (Appropriate Limit and Fees) Regulations 2004. In this instance, Worldline would need to compile the required scripts. Compilation and provision of these script falls outside of the usual service agreement; therefore a cost would be incurred which would exceed the £450 limit.

Please find attached a copy of our Statement of Fees for your consideration should you wish to pay for this information.

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".