**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:**

*“I would like to obtain a script of the automated station announcements (both in English and Welsh) played at your stations. To clarify, I'm not asking for the audio recordings of these announcements, merely a script of the words said in them. If you have any questions or anything I could do to modify this request to make it easier to process, please let me know.”*

**Having reviewed your questions, we are able to provide the following information:**

We have requested this information from the supplier of our English on-station announcements, Worldline. In turn, a response was received from from Worldline citing 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.

Welsh language scripts for our Welsh on-station announcements are not currently available to share as they are under review to ensure they are grammatically accurate, following feedback from customers and stakeholders.

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".