

HOW TO

deal with an Information Request

- Q** Is the request asking for information that you would normally provide?
e.g. routine enquiries, prospectus, course information
- Yes** Provide information in response to the request
- Q** Is the information requested already reasonably accessible to applicant?
e.g. on our website / public leaflet
- Yes** Direct applicant to source of information
- Q** Is the request from a journalist or specifically asking for publicity information?
e.g. published leaflets / reports / press releases
- Yes** Forward request to the Public Relations Office
mailto:publicrelations@lboro.ac.uk
- Q** Is the request asking for:
- student numbers and statistics
 - information on planning / estates issues
- e.g. capital / building projects
- Q** Is the request asking for personal information?
- the applicant is asking for information about themselves
 - the applicant is asking for information about a third party
- Yes** Seek advice from your Data Protection Advisor or contact the Data Protection Officer, Registry,
mailto:dp@lboro.ac.uk
- Q** Is the request asking for information that you consider to be confidential?
e.g. a signed contract which exists with a third party
- Q** Is the request asking for information that you consider to be commercially sensitive?
e.g. release of such information could prejudice the University's commercial interests or may affect the security of University assets or employees
- Yes** Seek advice from your FOI Advisor or contact the FOI & Records Manager, Registry,
mailto:foi@lboro.ac.uk
- Q** Are you unhappy to disclose the requested information for any other reason?