



Reviewed by: L Jeeves	Date: August 2023
	Next review date: August 2024

## **CHEXS Freedom of Information**

Before making any request please take a look at the information we already share as the information you're looking for might already be available.

If not, you can ask us to publish a set of data or you can make a freedom of information request below.

This policy applies to all recorded information held by the charity that relates to the business of the charity. This includes:

- Policies and Procedures
- Agendas and Minutes
- Accounts

### **Make a request**

You have the legal right to request any information that we hold and to get help and from us in accessing that information.

Make a request by email at [lindaj@chexs.co.uk](mailto:lindaj@chexs.co.uk)

You can also send your request by post to:

CHEXS  
Theobalds Enterprise Centre  
Theobalds Business Park  
Innovation Place  
Platinum Way  
Cheshunt  
WALTHAM CROSS  
EN8 8YD

Requests for information are covered by the Freedom of Information Act if they:

- Are made in writing (email or letter)
- include the name of the person making the request
- include an email or postal address for correspondence
- describe the information requested

We will respond to these requests within 20 working days.

### **Fees and charges**

If specialist information or to provide data in a specific format is required there may be a charge however we will let you know if there's a cost before we give you any information

### **Information we can't provide**

We are committed to openness. However, sometimes we won't be able to give you the information you ask for. These exemptions include:

- Information which is already accessible, for example through our website
- Personal data about people other than yourself.

If we're not able to supply you with the information you request, we'll write to you within 20 working days to let you know why.

### **Appeal a request**

If you're not happy with how we handle your request or have not received the information you wanted you can request an internal review.

If you need to make an appeal you will need to contact our Board of Trustee.

If you need advice on dealing with a request, the Information Commissioner's Office can assist you. Its website is [ico.org.uk](http://ico.org.uk), or it can be contacted on 0303 123 1113.