



Reviewed by: L Jeeves	Date: August 2025
	Next review date: August 2026

CHEXS Freedom of Information

Introduction

CHEXS is committed to openness and transparency in all its activities. Although CHEXS is not a public authority under the Freedom of Information Act 2000 (FOIA), we aim to make information about our work, policies, and governance available to the public wherever possible. This policy explains how you can request information from CHEXS and what to expect in response.

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 CHEXS that relates to our organisational activities. We routinely make the following types of information available:

- Policies and procedures
- Annual reports and accounts
- Meeting agendas and minutes (where appropriate and not confidential)
- Details of governance and structure
- Information about our projects and services

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

You can also send your request by post to:

CHEXS
Theobalds Enterprise Centre
Theobalds Business Park
Innovation Place
Platinum Way

CHEXS Registered Charity Number: 1153769

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 aim to acknowledge all requests within five working days and to provide a full response within 20 working days. If your request is complex or requires extensive collation, we will inform you if more time is needed..

Fees and charges

We do not normally charge for responding to information requests. However, if your request requires significant staff time, specialist data extraction, or reproduction in a specific format, we may apply a reasonable fee. We will inform you in advance of any applicable charges before processing your request.

Information we can't provide

While CHEXS is committed to openness, there are circumstances where information cannot be shared. These include:

- Information that is already publicly available (for example, on our website)
- Personal data about individuals other than yourself
- Confidential information where disclosure would breach privacy, security, or legal obligations

If we are unable to supply the information you requested, we will write to you within 20 working days to explain why.

Appeal a request

If you are dissatisfied with our response or believe your request has not been handled properly, you may request an internal review. Please write to the Chair of the Board of Trustees at the address above, stating your reasons for the appeal.

We will acknowledge your appeal within five working days and aim to respond within 20 working days with the outcome of the review.

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

Further Advice and the Information Commissioner's Office (ICO)

If you remain unhappy after our internal review, you can contact the Information Commissioner's Office (ICO) for advice or to make a complaint:

Information Commissioner's Office (ICO)

Wycliffe House

Water Lane

Wilmslow

Cheshire SK9 5AF

Website: <https://www.ico.org.uk>

Telephone: 0303 123 1113