



Freedom of Information: guidance for applicants

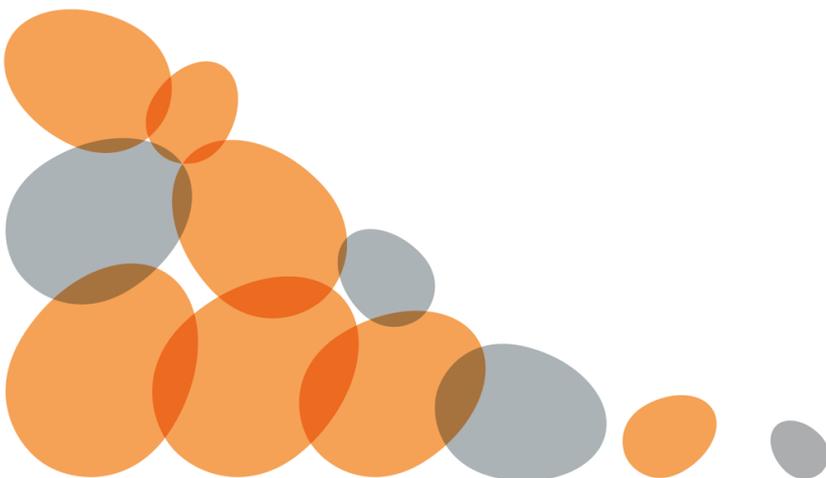


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Introduction to NEST and the Freedom of Information Act

NEST Corporation is a 'public authority', in its role as a Public Corporation. The Freedom of Information Act 2000 (The Act) gives any person of any nationality, anywhere in the world, the right of access to official information held by public authorities.

This right is subject to certain exemptions.

The Act also provides you with the right to be told whether the information you want exists or not, but this right is also subject to certain exemptions.

We place an emphasis on transparency in our brand values and aim to reflect this through the rest of the organisation, including in responding to Freedom of Information requests.

What information is covered by the Act?

Information held by NEST Corporation as a 'public authority', in its role as a Public Corporation.

What information isn't covered by the Act?

Information held by NEST Corporation as the Trustee of the Scheme, relating to the Scheme and NEST Corporation's Trustee activities.

How do I make a request for information under the Freedom of Information Act?

Your request for information must:

- be in writing
- be in permanent form, including email
- provide your name
- give an address for correspondence - an email address is acceptable
- describe the information requested as far as you possibly can.

Please note that if you're unable to provide your application in writing because of extenuating circumstances appropriate arrangements will be made for you to place your information request.

Please send your request to:

secretariat@nestcorporation.org.uk

or

Freedom of Information requests
Secretariat
NEST Corporation
10 South Colonnade
Canary Wharf
London
E14 4PU

How long will I need to wait for a reply?

A reply should be sent to you within 20 working days of NEST Corporation receiving your request.

If your request is complicated we may need longer than 20 working days, but if this is the case we'll let you know within the original 20 working day period and will keep you informed of the progress of your request.

What should I include in my request?

We'll be able to deal with your request more efficiently if we have a clear understanding of what you want. Please be as specific as possible. The Information Commissioner has produced some helpful guidance about [making requests](#).

We may need to contact you to clarify your request before we're able to answer it. We'll do this by telephone, email or letter depending on the contact details you supplied when you sent your request.

In most cases if we do need to contact you to clarify your request, the 20 working day deadline to respond to your request will only start once we're clear about what you require.

In what format will a response be given?

Requests can be met in a variety of ways such as providing a copy of the original document either electronically or in hard copy, providing a summary of the information or by arranging for you to visit NEST Corporation to read the documents.

Where possible, the information will be provided in the format that you requested.

Can you refuse to give me the information I ask for?

Yes, if you ask for information held by NEST Corporation in its capacity as Trustee of the NEST Scheme. If the information is held by NEST Corporation as a Public Corporation, we may still refuse in certain circumstances, which are set out below.

Exemptions

The Act contains a number of exemptions to the right of access to information. The exemptions allow some information to be withheld.

Most exemptions have to be considered in two stages:

1. Does the exemption apply to part or all of the information requested?
2. If the exemption does apply, is the public interest better served by withholding the information than by releasing it?

However, some information is covered by what is known as an 'absolute' exemption. In these cases, it is not necessary to consider whether there's a public interest in disclosure.

Further information on the exemptions can be found on the [Information Commissioner's website](#).

Will it cost me money to make a request?

NEST Corporation's policy is to release information without charging a fee when possible. However, if it'll cost us more than £450 to find the information and prepare it for release, we can turn down your request, or ask you to narrow it down so that it doesn't exceed the £450 limit.

In the event that we decide to charge you, we'll advise you fully before we continue with your request.

We'll calculate any charges in line with the Freedom of Information Fees Regulations.

What if you don't hold the information I'm requesting?

If we don't hold the information you asked for but believe that another public authority does, we'll give you the details on how you can contact the alternative authority to request the information.

How can I complain if you haven't provided the information I requested?

If you're not happy with the outcome of your request you can ask us to reconsider your request, how it was handled and our decision.

We hope we can resolve most complaints on an informal basis.

As such we ask you to initially contact the person at NEST Corporation who originally handled your enquiry.

They will try to address your complaint informally and must respond to your complaint within 20 working days.

What if I'm dissatisfied with the outcome of my complaint, or I don't receive a response within 20 working days?

You're entitled to make a formal complaint and to have the case reviewed.

Internal review

If you're dissatisfied with the outcome of an informal complaint, you may request an internal review. You should do this within two months of receiving our original response to your request.

You should make the request in writing, including by email, either to the person who responded to your request or by writing to:

secretariat@nestcorporation.org.uk

or

Freedom of Information requests
Secretariat
NEST Corporation
10 South Colonnade
Canary Wharf
London
E14 4PU

Your complaint will be acknowledged within five working days.

A senior member of NEST Corporation staff who wasn't part of the original decision-making process will then undertake an internal review.

They'll look at all aspects of your request again and inform you of their new decision.

This decision may support the original, may overturn it or may provide you with new information.

A reply should be sent to you within 20 working days, although we may need to take longer if certain exemptions from disclosure apply.

If we need more time to carry out the review, we'll contact you and give you an estimate of when you'll receive a response.

Where we find that our procedures haven't been followed correctly, we'll let you know what steps we're taking to make sure that similar errors don't happen again.

Review by the Information Commissioner

Following our internal review if you're still not satisfied, or if we haven't been able to resolve your complaint, you can contact the Information Commissioner to ask it to investigate the issue.

The Information Commissioner can be contacted at:

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Telephone: 01625 544700

Fax: 01625 524510

Email: mail@ico.gsi.gov.uk

Website: informationcommissioner.gov.uk