



**the national archives**



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## Freedom of Information and The National Archives own administrative records: your rights of access

In this leaflet we are informing you about your rights of access under the Freedom of Information (FOI) Act 2000, and the Environmental Information Regulations (EIRs) 2004, and how these rights apply to records of our business, services, policies and operations in general. The leaflet deals only with recent administrative records and does not apply to the older records that we hold, which have been selected for preservation and are now held as archives.

What are my key rights?

Under the FOI Act and EIRs you have the right to:

- know whether we hold the information you require
- access that information (wherever possible).

What are my options?

- Try our publication scheme on our website: [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk) This scheme allows quick and easy access to a large amount of material without any need for a formal written request
- You can make a request under FOI.

Who can make a request under FOI?

- Anyone anywhere in the world - you do not have to be a UK citizen or resident.

How can I make a request under FOI?

Clearly state the information you are looking for by either:

- filling out the form provided at [www.nationalarchives.gov.uk/contact/form/](http://www.nationalarchives.gov.uk/contact/form/)
- or writing to our Enquiry Service, The National Archives, Kew, Richmond, Surrey TW9 4DU

- if your enquiry concerns environmental information, you have the right to place your request by phoning us on 020 8876 3444 but it will be easier for us to deal with it if you use the [contact form](#) or write to us

Remember to include your contact details in your request.

How long will it take?

- We have a duty to reply to your request and to provide the information, unless there are specific reasons that prevent us from doing so (exemptions), within 20 working days.

Will FOI apply to The National Archives own administrative records that are not already open to the public?

- Yes. If the information you are seeking is in records which are not yet open, you can make an FOI request
- We will review the record
- If it is not subject to an FOI exemption, the information will be provided.

Will I have to pay for the information?

- Not unless your request is such that dealing with it would exceed the cost limit of £600 – approximately three days' work. In that case, we may either refuse to handle the request or charge you the full cost of dealing with it
- When we receive your request, we will assess the cost of dealing with it and, if necessary, tell you how much it will be
- If payment is required, we will carry out the search only when it has been received

If we find the information and are able to release it, we will provide it to you.

How can I make a complaint?

You have the right to complain if you are unhappy with the way we handle your request. If you wish to make a complaint please contact us. For further details, please follow this link [www.nationalarchives.gov.uk/contact/complaints.htm](http://www.nationalarchives.gov.uk/contact/complaints.htm)