

Corona virus (COVID-19) – Updates and changes to services

Our response to Freedom of Information Requests (FOIs), Environmental Information Regulation requests (EIRs) and Subject Access Requests (SARs) may take longer for us to complete at the moment because of COVID-19 implications.

The Information Commissioners Office (ICO) has advised that although they are unable to extend statutory timescales, they will advise people that they may experience understandable delays when making FOIs, EIRs or SARs during the COVID-19 pandemic.

Is your request essential?

While your statutory right of access remains unchanged, our resources may be diverted away from usual compliance or information rights work at this time. Therefore, we would ask that where possible, before submitting any requests for information that you check our website first, as it may be already published and available. Because the national guidance is that people should work from home wherever possible and not come into the office unless absolutely essential, we would request that if you would like to make a request for information, you email rwmfeedback@nda.gov.uk instead of post.

Prioritising essential services

If you cannot find the information, or require copies of your own information under a subject access request, please be aware that under current circumstances and our need to prioritise essential services, you may experience a delay in your response.

Following guidance from the [ICO](#), we will keep requestors informed of any delays and will respond as soon as resources allow. We will also be keeping up to date on guidance from the [ICO](#) as the situation changes to ensure that we comply with any changes or amendments to information rights practice.

For further information on your information rights at this time please consult the [ICO website](#).