

## Freedom of Information

The Freedom of Information Act was established in 2000 with the intention of encouraging a culture of openness in government and public bodies. The Act established the right of access to information held by public bodies and placed obligations on such bodies to disclose information, subject to various exemptions. In common with other public bodies and institutions the Wallace Collection complies with the Act. The Senior Management Team of the Wallace Collection has responsibility for Freedom of Information and the Collection's compliance with the Act. They in turn report to the Wallace Collection's Board of Trustees.

Subject to a request, either by letter or email, anyone can make a request for information. An applicant has the right to be told if the information specified exists and also has a right to receive the information as far as is possible and practicable, in the manner and form requested.

The Wallace Collection, unless an exemption under the Act applies, must respond to a request within 20 working days from the date of receipt of the request. Personal or commercially sensitive data or information provided to the Collection in confidence may be exempt from disclosure, in such cases the reason(s) for non-disclosure will be explained.

The Collection endeavours not to charge for the provision of information in response to a request, however, in cases where significant staff time is required to provide the information requested the Collection may request a fee. The 20 day response time will be suspended in these cases pending payment of the fee.

Should an applicant for information be dissatisfied with the Collection in respect of a request for information, the complaints procedure should be followed. The first step is to write (letter or email) to the Director of the Wallace Collection setting out the reasons for the complaint. The Director will consider the complaint and conduct an internal review if appropriate. If the applicant is dissatisfied with the outcome of the review then the Information Commissioner should be contacted.

The Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

Tel: 0303 123 1113

Please be aware that the Wallace Collection's social media channels (Twitter: @wallacemuseum, Facebook: @wallacecollection, Instagram: @wallacemuseum and YouTube: TheWallacecollection) are not always monitored, if you have any information requests or Data Protection queries or concerns, please direct them to: [DataOfficer@wallacecollection.org](mailto:DataOfficer@wallacecollection.org). If you would like to speak to us please call us on + 44 (0)20 7563 9512.

Freedom of Information requests should be in writing at The Wallace Collection, Hertford House, Manchester Square, London, W1U 3BN or by emailing: [foi@wallacecollection.org](mailto:foi@wallacecollection.org)

The Wallace Collection aims to respond to requests within twenty working days.

The Freedom of Information (FOI) Act 2000 established a general right of access to all types of information held by public authorities, extending the individual's right to access information about him or herself established by the Data Protection Act 1998.

Further information about the Freedom of Information Act 2000 can be found on the Information Commissioners' Office. <https://ico.org.uk/>

For further details on how we use your data please find our full document here: [https://www.wallacecollection.org/documents/17/Privacy\\_policy.pdf](https://www.wallacecollection.org/documents/17/Privacy_policy.pdf)