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[REDACTED]

05 March 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_15-030)

We have now considered your request of 10 February 2015 for information relating to videoconferencing systems used by the University.

Thank you for clarifying that systems such as Skype were excluded from your request. We did not however receive a response to our follow-up email of 27 February, in which we expressed our concern that to provide the requested information on all systems would exceed the 'appropriate limit', as defined by section 12 of the Act and the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004/3244.

The 'appropriate limit' of £450, which equates to 18 hours' work, relates to a request in its entirety. If the University cannot locate, retrieve and extract some or all of the requested information within the 18 hours we are not obliged to retrieve any of the requested information.

There is no requirement for staff who wish to use videoconferencing systems to do so with the involvement of Information Services. Therefore it is possible that various systems are in use across the University, and the only way to fully respond to your request would be to consult with individuals in every department and school of study. There are 20 schools, at least 20 administrative units and numerous research teams across the University and we believe contacting each area to establish if relevant information was held would exceed the time allowed under the Act.

In our email of 27 February, we suggested that we could provide a full response if your request was limited to those systems (currently approximately 12) that were managed centrally by our Information Services staff. We would be happy to respond to a new request for information on these centrally managed systems.

You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia