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[REDACTED]

12 June 2015

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (FOI_15-099)

We have now considered your request of 27 May 2015 for information regarding website filtering software in the University Library. Our response is provided on page 2 of this letter, together with a copy of your original request. We hope this response will meet your requirements.

It is not, however, possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold some of the requested information. Specifically, we do not hold information relevant to questions 3 and 5 of your request.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

You have the right of appeal against this response to your request for information. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address.

You must appeal our response 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 whose [contact details](#)¹ can be found on their website.

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

Yours sincerely

David Palmer
Information Policy and Compliance Manager
University of East Anglia

¹ https://ico.org.uk/Global/contact_us

Response to Freedom of Information Act 2000 request (FOI_15-099)

I would like to make a request for the following information under the Freedom of Information Act (2000).

1. *Do you employ the use of content filtering software on the PCs based in your libraries which are connected to the internet and intended for use by the users of your library?*

Yes. This is done on an individual PC basis. We do not employ any content filtering software on the network.

If answer to 1 is "yes", please:

2. *Provide the name and annual cost of the content filtering software.*

'Filtering' is done via Windows Group Policy and HOSTS file and there is no cost to this functionality.

3. *Provide a full list of the categories of websites blocked (e.g. "pornography, gambling, phishing etc."). If these differ according to the user profile accessing the PC (e.g. child, student, adult, staff etc.) please provide a full list of categories of websites blocked for each user profile.*

[Information not held - s.1(1)(a), Freedom of Information Act]

The University does not block websites by category.

4. *Confirm whether you also block specific URLs in addition to categories, and provide a complete list of these URLs.*

Specific URLs have been blocked and a list is provided below:

login.facebook.com
en-gb.facebook.com
m.facebook.com
blog.facebook.com
apps.facebook.com
www.login.facebook.com
fbcdn.net
www.fbcdn.net
fbcdn.com
www.fbcdn.com
static.ak.fbcdn.net
static.ak.connect.facebook.com
connect.facebook.net
www.connect.facebook.net

5. *Provide the relevant policy document or written documentation which outlines the procedure a user must follow in instances where they would like to gain access to a website that is blocked.*

[Information not held - s.1(1)(a), Freedom of Information Act]

The University does not hold the requested information. We have no such policy nor documentation relating to such a procedure. The block noted above is in place for a small area of the Library where it is known that access to Facebook will be blocked

6. *From January 2013 until the present day, please provide a list of the URLs where users have requested access to despite them being blocked by the content filtering software.*

Not applicable. No access has been requested. The block is in place for a small area of the Library where it is known that access to Facebook will be blocked.

7. *Of the list provided in 6, please detail which URLs access was granted for and which were denied.*

Not applicable. See response to question 6.