

Freedom of Information Request

Request:

“Please email to me the internal telephone directory of “NHS Pensions.”

Status: Complete**Response Date:** 19 July 2010

The Freedom of Information Act contains exemptions to the right of access in order to protect legitimate interests and sensitivities. Section 43 of the Act exempts information whose disclosure would be likely to prejudice the commercial interests of any person. Here, instead of any published telephone directory, NHS Pensions has set up a contacts link on the opening page of its website www.nhsbsa.nhs.uk/pensions and also provides a general helpline telephone number 0845 421 4000. This arrangement allows NHS Pensions to manage enquiries in a structured manner whilst at the same time causing minimal disruption to its ordinary day-to-day operation, which is primarily concerned with the processing of scheme records and benefit applications.

Section 40 of the Act is also concerned with personal data within the meaning of the Data Protection Act 1998. If you ask for someone else’s personal data (in this case the name and telephone number of a member of staff) then the information will be exempt if its disclosure would contravene any of the data protection principles in the Data Protection Act 1998 (or certain other provisions of the Data Protection Act 1998).