

# MUSEUM OF THE HOME

## Requests for information

The Freedom of Information Act (FOIA) 2000 came into force on 1 January 2005 and introduced a public 'right to know' in relation to public bodies. The Museum of the Home is not classified as a public authority under the Act, but as an organisation funded by central government, the Museum follows the principles of the Act when dealing with requests for information.

This policy explains what information the Museum makes available to the public, how to make a request for information, and guidance on how the Museum handles information requests.

## Information publicly available

Much information about the Museum of the Home is publicly available and can be found on our website [www.museumofthehome.org.uk](http://www.museumofthehome.org.uk)

## Making a request for information

If the information you want is not on the website, you can request information from the Museum – anyone can do this, there are no restrictions on age, nationality or where someone lives.

A request will be handled under different regulations depending on the kind of information asked for, such as the:

- Principles set out in the Freedom of Information Act. This recognises the right for you to be told whether the information exists, and to receive it, where possible in the manner requested. It also allows information to be withheld on a variety of grounds, including confidentiality, and where it is due to be published at a later date.
- Data Protection Act if the applicant asks for information an organisation holds about themselves;
- Environmental Information Regulations (EIRs) if the applicant asks for environmental information.

Requests for information must be made in writing (either by letter or by email) and the applicant should receive a written reply within 20 working days. This reply will:

- Either give the information or indicate that it will be sent within the 20-day time period;
- Or state the grounds for withholding this information.

Information requests should be sent to:

Director of Strategy and Finance  
Museum of the Home  
136 Kingsland Road  
London, E2 8EA

Requests may also be made via [info@museumofthehome.org.uk](mailto:info@museumofthehome.org.uk).

The Museum will normally respond to requests for information free of charge. However, the Museum may charge a fee, or refuse to answer the request, where the staff time required to process it would be more than 18 hours. The cost of providing a significant number of photocopies will be charged for. Payment of fees and costs of photocopying must be received in advance; during the period that the Museum is waiting for payment of its invoice the 20-day response deadline is suspended.

The Museum may refuse a request if access to the information would be prohibited under one of the exemptions set out in the Freedom of Information Act.

## Complaints procedure

If an applicant is dissatisfied with the response they have had from the Museum, they should write to the Director.

The Director can be contacted at:

Director  
Museum of the Home  
136 Kingsland Road  
London E2 8EA