

Our ref: 699417  
Your ref:

[Name and address removed under  
the Data Protection Act]

[Name removed under the Data  
Protection Act]  
TOS Procedures Team  
4 Broadway  
Broad Street  
Birmingham  
B15 1BL

Tel.

Email

23 February 2009

**Freedom of Information Request 7556 – HAIL Reference 699417**

Dear [Name removed under the Data Protection Act],

I am writing to confirm that we do hold the information you requested on 3<sup>rd</sup> February 2009, but have decided that some of this information cannot be disclosed for the reasons given below. The information that can be released is:

**Traffic Officer Procedures Manual** (minus one emergency phone number of an external body)

**Traffic Officer & Team Manager pay scales**  
(A copy of the above information on DVD is enclosed.)

The information being withheld falls under the exemption: *Information provided in confidence* stated in section 41 of the Freedom of Information Act 2000. The attached annex A to this letter sets out the exemption in full.

The information provided will now be published on our website together with any related information that will provide a key to its wider context. <http://www.highways.gov.uk/>

The information supplied to you will have been produced by government officials so will be Crown Copyright. You can find details on the arrangements for re-using Crown copyright on the Office of Public Sector Information website at: <http://www.opsi.gov.uk/click-use/index.htm>.

If you are unhappy with the decisions made by us in relation to your request, you may ask for an internal review. Enclosed is a copy of our internal review process. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office

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Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely,

[Name removed under the Data Protection Act]  
Highways Agency - TOS Procedures Team, Network Operations Central

### **Annex**

**Section 41:** *Information provided in Confidence This exemption covers information provided by another person and to disclose it would constitute a breach of confidence*

This exemption is an Absolute exemption so in this instance, no public interest test was required. The information withheld is an emergency telephone number for "Blue-light" emergency services. The third party requested, at the time they supplied the information, that this was not for general release into the public domain but was for selected agency viewing only. We therefore have to maintain a duty of confidence in regard to this information.