

Our ref: 708,662
Your ref:

[REDACTED]
Highways Agency
Lateral
8 City Walk
Leeds
LS11 9AT

17 July 2014

Mr [REDACTED]

Freedom of Information

Dear Mr [REDACTED]

I refer to your request under the Freedom of Information Act 2000 for information about websites viewed by Highways Agency employees.

I am writing to advise you that, following a search of our electronic records, I have established that the information you requested is not held by the Agency. The reason for this is our IT tracking software will count a link, icons, hyperlink, page tags or cookies on a website as an actual visit. This means that social media websites such as facebook and twitter are in the top 10 despite being blocked for the majority of the last three years. It also means that non-websites, such as google analytics, are in the top 50 despite it being highly unlikely our staff visiting the google analytics sites.

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at:
<http://www.highways.gov.uk/foicomplaints>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.uk. 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
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

[Redacted signature block]