



Department  
for Environment  
Food & Rural Affairs

helpline@defra.gsi.gov.uk  
www.defra.gov.uk

[redact]

**Our ref:** RFI 5693  
**Date:** 15 August 2013

Dear [redact]

**REQUEST FOR INFORMATION: Defra Image Sales**

Thank you for your request for information about how much profit Defra makes from image sales, which we received on 2 August 2013. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

Defra does not receive any income from image sales and therefore does not make any profit.

I attach an annex giving contact details should you be unhappy with the service that you have received.

If you have any queries about this letter, please contact me.

Yours sincerely

[redact]



## Annex

### Complaints

If you are unhappy with the service you have received in relation to your request you may make a complaint or appeal against our decision under section 17(7) of the FOIA or under regulation 18 of the EIRs, as applicable, within 40 working days of the date of this letter. Please write to Mike Kaye, Head of Information Standards, Area 4D, Nobel House, 17 Smith Square, London, SW1P 3JR (email: [requestforinfo@defra.gsi.gov.uk](mailto:requestforinfo@defra.gsi.gov.uk)) and he will arrange for an internal review of your case. Details of Defra's complaints procedure are on our [website](#).

If you are not content with the outcome of the internal review, section 50 of the FOIA and regulation 18 of the EIRs gives you the right to apply directly to the Information Commissioner for a decision. Please note that generally the Information Commissioner cannot make a decision unless you have first exhausted Defra's own complaints procedure. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF