

1) I formerly request copies of your cancellation policy and procedures including any internal instructions or memorandum regarding the exercise of any discretionary decisions in the policy

At Annex B, you can find copies of operational notices issued to staff about our cancellation policy and procedures. These operational notices include information on exemptions to the policy.

We have removed some of the names from this information as this is classed as personal data and, if they are in a junior position, it would not be fair to the individual for this information to be released. This is exempt from release under Section 40 (2) of the FoIA. This exemption in full is attached at Annex C.

2) I also require confirmation of the name of your Chief Executive Officer (CEO)

Our CEO is Rosemary Thew.

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