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for Environment  
Food & Rural Affairs

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**Your ref:**  
**Our ref:** RFI 5801  
**Date:** 8 October 2013

Dear,

**REQUEST FOR INFORMATION: TWITTER TRAINING**

Thank you for your request for information about Twitter training in Defra, which we received on 9 September. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

You asked:

*“How much money have you spent on Twitter training since May 2010?  
Who received this training?  
What kind of training did they receive?  
Who conducted the training?”*

The information you requested is as follows:

There has been no money spent on twitter training since May 2010.

The supplementary questions on twitter training are not applicable, as there has been no specific Twitter training.

In keeping with the spirit and effect of the FOIA, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you may now be published on our website together with any related information that will provide a key to its wider context.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

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



Yours sincerely,

Ann Tarran

**Direct Line** 020 7238 8583

**Email** [ann.tarran@defra.gsi.gov.uk](mailto:ann.tarran@defra.gsi.gov.uk)

## **Annex A**

### **Copyright**

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## **Annex B**

### **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