Medicines & Healthcare products Regulatory Agency

10 South Colonnade
Canary Wharf
London
E14 4PU
United Kingdom
gov.uk/mhra

[redacted]

15 September 2023

FOI 23/586

Dear [redacted]

With apologies for the delay in response. Thank you for your information request, dated 29th July 2023, where you asked:

"**Please provide all correspondence, including emails and letters, to and from the MHRA and any representatives of British American Tobacco between 1st January 2023 and to date.**

I look forward to receiving the requested information within the statutory timeframe."

The MHRA are required to engage with organisations subject to *Article 5.3 of the World Health Organization Framework Convention on Tobacco Control*, as the MHRA operates a notification scheme for nicotine-containing e-cigarettes and e-liquids. Some manufacturers of tobacco products, also manufacturer and sell tobacco-free products, such as e-cigarettes.

The MHRA also accepts intelligence provided by companies subject to *Article 5.3 of the World Health Organization Framework Convention on Tobacco Control*, and review any information with the appropriate consideration.

Therefore, we consider that this would take longer than 24 working hours to complete, as this request would involve contacting several members of staff spanning across four or more departments in order to ascertain whether the requested information is held in various mailboxes or other storage mediums, and to retrieve, extract and review the information. Thus, the MHRA has determined that the information is exempt under Section 12 of the Freedom of Information Act and we cannot process your request any further.

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Regulatory Agency

Section 12 of the Act allows public authorities to refuse requests where the cost of dealing with them would exceed the appropriate limit, which for central government is set at £600. This represents the estimated cost of one person spending 24 working hours in determining whether the department holds the information, locating, retrieving and extracting the information.

Please note that substantially similar requests made within 60 working days of an original request can be aggregated into one for the purposes of calculating a cost limit, meaning that section 12 could still apply.

If you have a query about the information provided, please reply to this email.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date you receive this response and addressed to: info@mhra.gov.uk

Please remember to quote the reference number above in any future communications.

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

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

Yours sincerely,

MHRA Customer Experience Centre
Communications and engagement team
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