

## PUBLICATION SCHEME SCOTTISH WATER RETAIL LIMITED PART ONE

### 1. INTRODUCTION

1.1 Welcome to the Publication Scheme for SCOTTISH WATER RETAIL LIMITED. This is a guide to the information routinely made available by the company as required under section 23 of the Freedom of Information (Scotland) Act 2002 (the Act).

1.2 The Act gives a general right of access to all types of recorded information held by public authorities, sets out exemptions from that right and places a number of obligations on public authorities. Any person who makes a request to a public authority for information is entitled to receive that information, subject to exemptions.

1.3 Under Section 23 of the Act, SCOTTISH WATER RETAIL LIMITED must adopt and maintain a publication scheme setting out the information we routinely make publicly available. In addition, we have to review the scheme from time to time. In adopting (or reviewing) our publication scheme, we are required to have regard to the public interest in:

- \* allowing public access to information we hold; and
- \* the publication of reasons for the decisions we make.

1.4 Our publication scheme must:

- \* set out the classes of information which we publish or intend to publish;
- \* say how we will publish the information in each class; and
- \* say if we will provide the information free or charge for it.

The purpose of our publication scheme is to let you know what information is readily available from us. By readily available we mean that the information can be obtained from us on request.

1.5 Please note, however, that this company is a dormant company as defined in the Companies Act 1985 (as amended). This means that the company has had no significant accounting transactions, as defined in the 1985 Act. The information that is currently available for publishing in our scheme is therefore limited.

## 2. ABOUT THIS SCHEME

2.1 This publication scheme is based on the Model Publication Scheme for Publicly Owned (Dormant) Companies and has been developed by the Scottish Information Commissioner. The Scottish Information Commissioner is responsible for the promotion and enforcement of the Act.

2.2 Section 23 of the Act states that in adopting or reviewing its publication scheme the authority must have regard to the public interest in allowing public access to information about:

- \* the services provided by the authority
- \* the costs of those services;
- \* the standard attained by those services;
- \* the facts which form the basis of decisions taken by the authority which are of importance to the public; and
- \* the publication of reasons for decisions made by it.

We have therefore included, as far as possible, information about these matters in this scheme.

## 3. ABOUT OUR PUBLIC AUTHORITY

3.1 SCOTTISH WATER RETAIL LIMITED is wholly owned by Scottish Water which was established by the Water Industry (Scotland) Act 2002 and has its head office at Castle House, 6 Castle Drive, Carnegie Campus, Dunfermline KY11 8GG. SCOTTISH WATER RETAIL LIMITED does not trade at present and was registered by Scottish Water solely to protect the company name in readiness for future use.

## 4. RESPONSIBILITY FOR THE PUBLICATION SCHEME

4.1 The following person has overall responsibility for this scheme:

Tom Axford  
Corporate Secretary and Head of Legal  
Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

4.2 The following person is responsible for maintaining the scheme on a daily basis:

Chris Wallace  
Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

## 5. EXEMPTIONS

5.1 (a) All information included in this Scheme must be provided promptly on request (subject to the exemptions discussed below).

(b) From 1 January 2005, the general entitlement to information under section 1 of the Freedom of Information (Scotland) Act 2002 will enable any member of the public to make a request for information that is not in this Scheme.

5.2 SCOTTISH WATER RETAIL LIMITED's aim is to be as open as possible. However, information may be withheld from any of the classes of information listed below where we consider that the disclosure may fall within one of the exemptions contained in the Act. For example, we may withhold information if its disclosure would breach the law of confidentiality or seriously prejudice the commercial interests of any person or organisation. We may also withhold information which is personal data under the Data Protection Act 1998.

In these cases, we will withhold the information and indicate why the information is being withheld. Even where an exemption exists, it may nevertheless be possible to provide copies with the exempted information edited out.

5.3 If you wish to complain about information which is being withheld from you, please read the "complaints" section below at paragraph 10.

## 6. ARCHIVING POLICY

6.1 SCOTTISH WATER RETAIL LIMITED follows Scottish Water's Records Retention and Disposal Policy.

6.2 Scottish Water has a comprehensive management and retrieval policy for all official business records. A Records Retention and Disposal policy that complies with legislative requirements is an essential part of SCOTTISH WATER RETAIL LIMITED's records management regime.

6.3 Scottish Water's Records Retention and Disposal Policy which will apply to all official business records. The Policy contains a list of generic record types and includes specific periods of authorised retention. Authorised retention periods take into account legislative requirements as well as meeting the operational needs of the business.

6.4 The Records Retention and Disposal Policy prescribes the period of time records should be kept for. Once this date has been reached, records will be reviewed by the record owner and, in the majority of cases, an appropriate disposal route selected. When records are to be destroyed they will be treated as confidential waste and a record of their destruction, including appropriate authorisation, will be made and kept permanently (or for an appropriate period) for audit trail purposes.

## 7. COPYRIGHT

7.1 Unless otherwise stated, SCOTTISH WATER RETAIL LIMITED reserves copyright in all information available under this publication scheme, whether that information is in electronic or hard-copy format, text or graphics, and regardless of whether the copyright (©) symbol appears. The right to information under this scheme does not include permission to reproduce that information. Such use may infringe copyright, and consent of the copyright holder should always be sought.

## 8. ACCESSING INFORMATION UNDER THE PUBLICATION SCHEME

8.1 People can access information under the publication scheme in a number of ways. The information can be accessed as follows:

By e-mail: if the information is listed in our publication scheme, we will send it to you by e-mail, wherever practicable. When requesting information, please include a telephone number, so that we can telephone to clarify any details, if necessary.

By post: All information is also available in a paper copy form. Please address your request to:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

When requesting information, please include the following details: your name and address, the information or documents you want to see. Please include a telephone number, so that we can telephone to clarify any details, if necessary.

Personal visits: For some classes of information, you will need to make an appointment to view the information. Please contact:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

If you have difficulty determining the information you want to see, please contact:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

who will be happy to help.

## 9. CHARGING POLICY

9.1 Scottish Water aims to make the vast majority of publications available free of charge however, where there is a charge associated with the provision of published information, this will be clearly specified in the Publication Scheme.

## 10. COMPLAINTS

10.1 If you are unhappy with any aspect of this publication scheme, you can complain to:

Tom Axford  
Corporate Secretary and Head of Legal  
Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

10.2 If we are unable to resolve any complaint, you can complain to the Scottish Information Commissioner who oversees the Act and whose contact details are below. From 1st January 2005, when the general right of access comes into force, there will be a formal appeal mechanism when information is withheld. Further details on this will be available on the Commissioner's website at [www.itspublicknowledge.info](http://www.itspublicknowledge.info) before this date.

The contact details for the Commissioner are:

The Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
Fife KY16 9DS

Tel: 01334 464610  
Fax: 01334 464611  
E-mail: [enquiries@itspublicknowledge.info](mailto:enquiries@itspublicknowledge.info)

## 11. FEEDBACK

11.1 As part of our statutory duty we are required to review our publication scheme periodically. SCOTTISH WATER RETAIL LIMITED welcomes feedback on how we can develop our scheme further. If you want to make any comments about the publication scheme or if you require any assistance please contact:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

For example:

- \* What did you like and dislike about this Publication Scheme?
- \* What else would you like to see in this Publication Scheme?
- \* Did you find the information you wanted easily and were the members of staff helpful?
- \* Do you have any suggestions on how to make SCOTTISH WATER RETAIL LIMITED more open and transparent in the provision of information?

PUBLICATION SCHEME  
SCOTTISH WATER RETAIL LIMITED  
PART TWO

The following classes set out the information which SCOTTISH WATER RETAIL LIMITED is making available under this publication scheme. As mentioned in the introduction to the scheme, this company is a dormant company and therefore has a limited amount of information which it can make publicly available.

Companies House information

The information that the company is required, by statute, to submit to Companies House.

Format(s):

Information is available by email or by personal visit to SCOTTISH WATER RETAIL LIMITED's Registered Office at:

Castle House  
6 Castle Drive  
Carnegie Campus  
Dunfermline  
KY11 8GG

For some information, you will need to make an appointment to view the information. Please contact:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

All information is also available in a paper copy form. Please address your request to:

Freedom of Information Unit  
Scottish Water  
PO Box 8855  
Edinburgh  
EH10 6YQ

Tel: 0845 601 8855  
E-mail: [FOI@scottishwater.co.uk](mailto:FOI@scottishwater.co.uk)

It may be possible to make information available in other formats such as large type, Braille, tape recordings or other languages. There may be a cost involved.

Timescale of availability:

- \* Information is made available as soon as is reasonably practicable.

Fee:

- \* Unless otherwise stated in the Publication Scheme, Information in this class is made available free of charge
- \* Information requested in print is available at 5 pence per A4 black and white page. Colour or larger format copies will be charged at cost.