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To: All Media

FOR IMMEDIATE RELEASE

Information Commissioner Issues Decision 24/2022

Hamilton, Bermuda. On 7 October 2022, the Information Commissioner issued [Decision 24/2022, Department of Education](#) (Department). The Applicant had submitted a public access to information (PATI) request that was transferred to the Department and sought personal information records and school complaint policies. This Decision involves the same PATI request considered in [Decision 03/2020, Ministry of Education Headquarters](#).

The Applicant asked the Information Commissioner to conduct an independent review because they were not satisfied with the internal review decision that the requested records did not exist. In [Decision 24/2022](#), the Information Commissioner has found that the Department's denial of the school complaint policies under section 16(1)(a) was justified, because the Department took reasonable steps to locate the requested policies before concluding that they did not exist. In contrast, the Information Commissioner has concluded that the Department had not taken all reasonable steps to locate the personal information of the Applicant or their child. As a result, the Information Commissioner has ordered the Department to conduct a reasonable search and issue a new initial decision to the Applicant on or before Friday, 18 November 2022.

[Decision 24/2022](#) is available on www.ico.bm.

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Editor's Notes:

The ICO is an independent public office responsible for promoting the use of and overseeing compliance with the Public Access to Information (PATI) Act 2010. The PATI Act gives the public a right to access records held by Bermuda's public authorities, subject to listed exemptions and administrative grounds for denial of access. Individuals who are dissatisfied with the response of a public authority may seek a review by the Information Commissioner. The Information Commissioner shall investigate and the decisions by the Information Commissioner are legally binding.

Further information about the ICO is available at www.ico.bm.