

CODE OF ACCESS TO INFORMATION

Urban Renewal Authority

1. Scope of the Code

Information which may be requested pursuant to this Code shall comprise documents and records which are already in existence and in possession of the Authority. This Code does not oblige the Authority to create a document or record which does not exist or acquire information not in its possession.

2. Requests for Access to Information

Requests for access to information can be made verbally or in writing which should be addressed to the Information Disclosure Officer via

- inquiry@mail1.ura.org.hk (by email); or
- 2588 2547 (by fax) ; or
- 26/F, COSCO Tower, 183 Queen's Road Central, Hong Kong (by mail).

The request must:

- I. be addressed to the Information Disclosure Officer by completing the [Request for Information Application Form](#) by providing sufficient information concerning the document(s) and/or record(s) as is reasonably necessary to enable the Authority to identify the documents(s) and/or record(s).
- II. specify a contact point or an address at which the document(s) and/or record(s) requested can be sent to the applicant by the Authority; and

If anyone makes the request verbally, the Authority's Information Disclosure Officer will request the applicant to provide the relevant information as specified in the [Request for Information Application Form](#) in order to enable the Authority to process the application.

Responses to requests for access to information will be provided by the Authority as soon as practicable and, in any event:

- within 14 working days of receipt of the requests where the information is readily available.

- in case the information is not readily available, the applicant will be advised by an interim reply within 14 working days of the receipt of the request.
- requests should be complied with within 30 working days from receipt.

If a request is to be refused, the applicant is to be informed within 14 working days from receipt of application.

In case the request cannot be complied with within 30 working days, the delay and the reason(s) for it should be explained to the applicant in writing.

If the Authority receives a request for information which is not in the possession of the Authority but held by another organization, body or government department, the Authority will notify the applicant within 14 working days.

3. Information which may be refused

The Authority may refuse to disclose information, or may refuse to confirm or deny the existence of information in the categories set out below –

- a. Information cannot be found or does not exist.
- b. Commercially sensitive information.
- c. Legal restrictions and proceedings: the Authority may refuse a request where
 - The disclosure of information would constitute a contravention of any law which applies in Hong Kong.
 - The information relates to a claim or a possible claim which may lead to legal proceedings.
 - The information relates to legal proceedings and the disclosure of the information would amount to contempt of court or would harm or prejudice or otherwise adversely affect the proceedings.
- d. Enforcement of law and protection of public safety: information relating to the conduct of an investigation of a breach, or a possible breach, of the law and the disclosure of such information would harm or prejudice or otherwise adversely affect such investigation or the administration of law. The Authority may also refuse request where the disclosure of such information would be likely to cause serious harm to the physical or mental health or safety of a person.
- e. Information relating to the management and operations of the Authority, the disclosure of which would harm or prejudice or otherwise adversely affect the proper and efficient operation of the Authority, including the discharge of its

statutory functions.

- f. Internal discussion, papers and advice: information relating to papers prepared for, or records of meetings and deliberations of, the Authority or the Board of the Authority or any of its committees.
- g. Information relating to complaints or enquiries: information relating to complaints lodged with, or enquiries made of, the Authority and the disclosure of such information would harm or prejudice or otherwise adversely affect the investigation and/or the remedying of such matters by the Authority.
- h. Personal data : in accordance with a separate Privacy Policy Statement.
- i. Premature request: information which will soon be published, or whose disclosure would be premature in relation to a planned announcement of publication.
- j. Research, statistics and analysis: information relating to incomplete analysis, research or statistics and the disclosure could be misleading or deprive the Authority or any other person of priority of publication or commercial/academic value.
- k. Third Party Information: information held for, or provided by, a third party under an explicit or implicit understanding that it would not be disclosed.

4. Charges

Processing requests for information requires use of the Authority's resources. However, the Authority decides that no application fee would be charged.

The applicant will still be charged a fee for providing the information, including the cost of photo-copying, disc duplicating as applicable.

The fee for providing photocopies of written documents will be charged at HK\$ 1.1 per page (A4) and \$1.3 per page (A3) for black-and-white copying, HK\$2.5 per page (A4) and HK\$5 per page (A3) for colour copying, and disc duplication will be charged at HK\$ 50 per disc. No binding service for the documents will be provided. The above fee is subject to adjustment by the Authority from time to time.

5. Review

Any person who believes that the Authority has failed to comply with any provision of the Code may ask the Authority' Managing Director to review the situation. The target response times set out in Section 2 above also apply to requests for review.

Any person who believes that the Authority has failed to properly apply any provision of the Code may also complain to The Ombudsman.

18 August 2016