ITU Information/document access policy

Procedures for requesting information/documents

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SECTION I – INTRODUCTION

1. As stated in point 1.2 of the ITU Information/document access policy, compliance with the policy is the responsibility of the ITU Secretary-General. As part of this responsibility, the Secretary-General establishes procedures for the implementation of the policy.

2. This document sets forth the procedures for requesting information/documents.

SECTION II – PUBLIC ACCESS

What is available?

1. The policy applies to all types of information/documents held, managed or generated by ITU created on or after 1 January 2017. The policy does not apply retroactively to information/documents created prior to 1 January 2017.

2. Subject to Section III of the policy, only the types of information enumerated in Annex 1 of the policy are made available to the public. Types of information that are not listed in Annex 1 are not available to the public.

SECTION III – IMPLEMENTATION

1. Instructions for the public to request information

a. Information/documents that are accessible to the public shall be made available, as much as possible, reasonable and practical, on the ITU external website or through the Publications Sales Service and UN Global Market Place.

b. Information/documents that are accessible to the public but are not available on the ITU website (as per point III.1.a above) may be requested by any member of the public.

c. Requests must be submitted by email to access@itu.int. The request must include the requester's name and email address. ITU will not respond to requests that are submitted anonymously.

d. Requests should include as much detail as possible to enable ITU to locate the information/document within a reasonable period of time. Requests should include details such as:

  i. Title of document
  ii. Date or approximate date of document
  iii. Document number or resolution/decision number (where relevant)
  iv. Language (if the document was issued in more than one language).

e. As per point 4.3 of the policy, ITU will not respond to requests that would require ITU to create, develop, or collate information or data that does not already exist or is not already available in ITU's information systems.

2. **Handling public access requests**
   a. Mode of responses: ITU will reply to requests by email and will provide electronic copies of documents as relevant.

   b. Timeframe for responses: Depending on the complexity of the request, ITU will endeavor to respond within twenty (20) working days of receiving the request.

   c. Redaction: Documents that include information subject to the non-disclosure provisions of Section III of the policy will not be made publicly available. ITU will not redact or modify existing information/documents to make a portion of the information publicly available.