

18 September 2026

Dear

### **Request for Information - ATISN 27389**

Thank you for your request for information which I received on 20 August. Your request has been logged under reference ATISN 27389. You have asked for the following information relating to Cardiff Airport:

1. Any accessibility audit, access statement, Equality Impact Assessment or condition survey covering the terminal building, car parks or passenger routes.
2. Any business case, capital programme or investment paper recording accessibility works — accessible toilets, Changing Places facilities, Blue Badge bays, step-free routes, lifts or assistance points — whether completed, funded or proposed.
3. Any register, list or dataset held by the Welsh Government recording accessible facilities at the airport, and if one exists, its title, fields and format.
4. Any correspondence with the airport company in the last three years about accessibility of the physical airport environment, as distinct from assistance-service performance.

### **Our Response:**

From my preliminary assessment I estimate that it will cost more than the appropriate limit set out in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004 to answer your request. The appropriate limit specified for central government is £600. This represents the estimated cost of it taking over 24 hours of time to determine whether we hold the information and to thereafter locate, retrieve and extract it.

Having done an initial search on our electronic document storage system there are over 36,722 pieces of information using the terms you describe in bullets 1 and 2 above, which are stored on our electronic filing system which may or may not be relevant to your request. At an estimate of 2 minutes to interrogate each piece of information to ascertain if it contains relevant information to your request, it would take over 1,200 hours for one staff member to process your request.

This time does not take into account searching our physical historic files. There are files which are stored in our remote storage facility which may or may not be relevant to your request. At an estimate of 20 minutes to interrogate each file to ascertain if it contains relevant information to your request, it would take additional time for one staff member to process your request.

This time also does not take into account searching our electronic or physical files for points 3 and 4 of your request. Adding these search parameters would take additional time for one staff member to process your request.

In order for me to search for the information you are seeking, it would be helpful if you could provide a more specific request for information, for example by narrowing its scope and date

range. Narrowing your request in this way would be very helpful and reduce the scope and time it will take to process the request. If you do refine your request in this way, this will be treated as a new request.

In narrowing your request, I recommend you consider the age and relevance of the information you are seeking, as it is likely that old information (e.g. if it is more than 1-2 years old) may not reflect the current facilities at, or accessibility of, Cardiff Airport.

You may wish to contact the airport to request this information directly as most of the information you are seeking relates to operational matters for the airport. They can be contacted here: <https://cardiff-airport.com/freedom-of-information-foi-cwl/>

## **Next steps**

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response.

Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,  
Welsh Government,  
Cathays Park,  
Cardiff,  
CF10 3NQ  
or Email: [Freedomofinformation@gov.wales](mailto:Freedomofinformation@gov.wales)

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:

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

Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

The request you sent me contains personal information about you - for example, your name and email address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response. We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information relating

to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer  
Welsh Government  
Cathays Park  
CARDIFF  
CF10 3NQ

Email: [DataProtectionOfficer@gov.wales](mailto:DataProtectionOfficer@gov.wales)

The contact details for the Information Commissioner's Office are:  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Telephone: 0303 123 1113  
Website: [www.ico.org.uk](http://www.ico.org.uk)

Any information released under the Freedom of Information Act 2000 or Environmental Information Regulations 2004 will be listed in the Welsh Government's Disclosure Log (at <https://gov.wales/about/open-government/freedom-of-information/responses/?lang=en>).

Yours sincerely,