

Freedom of Information Act (FOIA) Requests

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A formal request submitted to a government agency to access public records or information, based on the principle of transparency and the public's right to know.

USE CASE IN PRACTICE

FOIA Request Data Management

An environmental agency in North America routinely handles FOIA requests. To ensure timely and accurate responses, the agency relies on Legal Data Intelligence practitioners fluent in discovery and technology to efficiently identify relevant data and redact personal and confidential information before production.

MODEL WORKFLOW

Initiate



Receive and Review Request

Ensure the request meets the necessary legislative requirements

Provide a First Response to Request

Correspond with the requester regarding any missing information and the timeframe specified by applicable law or regulations

Advise if additional time is going to be needed to respond to the request and provide an estimated time for completion

Communicate regarding any fees that are payable by the requester

Identify Potentially Responsive Records

Determine which records are possibly responsive to the request. This typically involves discussions with knowledgeable parties and collecting electronic and paper-based files.

How Technology Can Assist

Uses enterprise search technology and data collection tools

Investigate



Review Potentially Responsive Records

Load potentially relevant records to a review platform

How Technology Can Assist

Utilizes search and AI technology to assist in identifying the responsive information from the potentially relevant set

Uses tagging, comments, and notes to mark whether a document is responsive to the request and record decisions

Assess Exemptions for Exclusions from Production

Use the relevant legislative framework to determine if there are exemptions for information that is protected by privacy laws, confidential commercial information, national security, or other exemptions or exclusions

How Technology Can Assist

Employs redaction technology to redact material that must be excluded from otherwise responsive records

Uses tagging technology to record the specific legislative exception or exemption relied upon for each redaction

Consult with Stakeholders

Check with stakeholders to determine if legislative exemptions or exclusions apply

Implement



Prepare Response

Create the response to include the requested information and provide a justification for withholding any responsive information that is exempt or excluded from disclosure, in addition to any other legislative requirements

How Technology Can Assist

Leverages a review platform to identify and locate the responsive documents including any redactions, print or download the documents for transfer, and provide the needed explanations for withheld documents and redactions

Review and Approve

Review the response to ensure compliance with the applicable laws and obtain any approvals needed before sending the response

How Technology Can Assist

Uses technology to share the proposed documents and response to others for review and approval

Provide Response

Send the response to the requester within the timeframe specified by applicable law. If additional time is needed to respond to the request, communicate this to the requester along with an estimated timeline for completion

Monitor and Follow Up

Ensure that the response is received by the requester and that any additional actions, such as appeals or further inquiries, are addressed in a timely manner

Document the Process

Keep detailed records of the steps taken to respond to the request, decisions made, communications with the requester, and any consultations or reviews conducted

How Technology Can Assist

Utilizes the tagging, comments, and notes functionality of the review platform to record all steps and decisions when reviewing documents to have a complete record of all steps