

“It is suggested to include the following clarification under Article 3.1.1. Analysis of the content of the request, d) Does the request fall within the scope of Article 15?, para. 50, p. 20:

It would be helpful for the controllers to draw a practical distinction between access requests for information and routine verbal enquiries and correspondence that the controller can deal with in the normal course of business. When the controller receives routine verbal enquiries and correspondence in the normal course of business, then the controller can respond quickly, and it is not necessary to deal with the request as an access right”.