

**From:** FOI  
**Sent:** 21 November 2017 15:13  
**To:** 'request-444909-90564b56@whatdotheyknow.com'  
**Subject:** RE: Complaints about manager of Seven Sisters indoor market

Dear Mr Ball

Our ref: FOI-2214-1718/GH

Thank you for your request received by Transport for London (TfL) on 9 November 2017 asking for information about complaints received in relation to Seven Sisters indoor market.

Your request has been considered under the requirements of the Freedom of Information Act 2000 and our information access policy.

However, as your request relates purely to an individual, who you have named as Jonathan Owen, we are unable to provide you with any of the information requested, due to our obligations under the Data Protection Act 1998 (DPA), and as required by section 40(2) of the FOI Act. We are also unable to confirm or deny whether we hold any of the information you have requested.

This is because information relating to an identifiable individual is personal data, and releasing anything which may be held would be a breach of the DPA, specifically the first principle of the DPA which requires all processing of personal data to be fair and lawful. It would not be fair to disclose this personal information when the individuals have no expectation it would be disclosed and TfL has not satisfied one of the conditions of Schedule 2 of the Data Protection Act which would make the processing 'fair'.

If you have a complaint regarding a tenant of TfL's, please contact Tom Atkinson at [TomAtkinson@tfl.gov.uk](mailto:TomAtkinson@tfl.gov.uk)

If you are not satisfied with this response please see the attached information sheet for details of your right to appeal.

Yours sincerely

Graham Hurt

FOI Case Officer  
FOI Case Management Team  
General Counsel  
Transport for London

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**From:** FOI  
**Sent:** 14 November 2017 12:56  
**To:** 'request-444909-90564b56@whatdotheyknow.com'  
**Subject:** Complaints about manager of Seven Sisters indoor market

Dear Mr Ball

Our ref: FOI-2214-1718/GH

Thank you for your request received by Transport for London (TfL) on 9 November 2017 asking for information about complaints received in relation to Seven Sisters indoor market.

Your request will be processed by TfL, the Greater London Authority and its subsidiaries to provide you with a response in accordance with the Freedom of Information Act 2000 and our information access policy.

A response will be sent to you by 8 December 2017. We publish a substantial range of information on our website on subjects including operational performance, contracts, expenditure, journey data, governance and our financial performance. This includes data which is frequently asked for in FOI requests or other public queries. Please check <http://www.tfl.gov.uk/corporate/transparency/> to see if this helps you.

We will publish anonymised versions of requests and responses on the [www.tfl.gov.uk](http://www.tfl.gov.uk) website. We will not publish your name and we will send a copy of the response to you before it is published on our website.

In the meantime, if you would like to discuss this matter further, please do not hesitate to contact me.

Yours sincerely

Graham Hurt  
FOI Case Officer  
FOI Case Management Team  
General Counsel  
Transport for London

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-----Original Message-----

From: Deegan Andrew  
Sent: 14 November 2017 12:07  
To: Hurt Graham  
Cc: Atkinson Tom (External Relations)  
Subject: RE : FOI-2214-1718

Hi Graham

The best contact would be Tom Atkinson ([TomAtkinson@tfl.gov.uk](mailto:TomAtkinson@tfl.gov.uk)).

Would you mind sending me a copy of the response when it goes out?

Thanks very much for the help on this.

Andrew

-----Original Message-----

From: Hurt Graham  
Sent: 14 November 2017 11:01  
To: Deegan Andrew  
Subject: RE : FOI-2214-1718

I just had a chat with Simon about it & he confirmed as all the questions are worded specifically about an individual we wont be able to answer it, or even confirm whether or not we hold the requested information.

He suggested we add a line to say if he has a complaint regarding a tenant of TfL he can direct it to XXX... can we add this, & if so can you give me the details of who to contact?

Thanks

Graham

-----Original Message-----

From: Deegan Andrew  
Sent: 14 November 2017 10:52  
To: Hurt Graham  
Subject: RE : FOI-2214-1718

I've been involved with this case a little bit. There are a fair few complaints...

-----Original Message-----

From: Hurt Graham  
Sent: 14 November 2017 10:50  
To: Deegan Andrew  
Subject: RE : FOI-2214-1718

Probably not - but do you know if anything is held? Is the named person our tenant?

-----Original Message-----

From: Deegan Andrew  
Sent: 14 November 2017 10:49  
To: Hurt Graham  
Subject: RE: FOI-2214-1718

Hi Graham

Could you advise how we should approach an FOI regarding the conduct of a tenant and any complaints made against them? Are we able to release this information?

Thanks,

Andrew

-----Original Message-----

From: Hurt Graham  
Sent: 14 November 2017 10:43  
To: Deegan Andrew  
Subject: FOI-2214-1718

Hi Andrew

We've received the FOI below - I'm not really sure how TfL would be involved with an indoor market - would it be anything to do with Commercial Development?

Thanks

Graham

-----Original Message-----

From: Martin Ball [<mailto:request-444909-90564b56@whatdotheyknow.com>]

Sent: 09 November 2017 10:00

To: FOI

Subject: Freedom of Information request - Has TfL received any complaints or correspondence about Jonathan Owen's behaviour or performance in managing the Seven Sisters Indoor Market in Tottenham?

Dear Transport for London,

This request is for information on any complaints or correspondence that Transport for London has received about the behaviour or performance of Jonathan Owen in his role as the manager of the Seven Sisters Indoor Market in Tottenham.

Since 1st January 2015 to date, has TfL received any formal complaints about the behaviour or performance of Jonathan Owen in his role as the manager of the Seven Sisters indoor market?

Since 1st January 2015 to date, has anybody raised with TfL their concerns about the behaviour or performance of Jonathan Owen in his role as the manager of the Seven Sisters indoor market?

In answering the above two questions please provide the correspondence received and any actions taken by TfL. If it is necessary to redact the name of those complaining or raising their concerns then that is perfectly acceptable.

Since 1st January 2015 to date has TfL been present at any meeting where the behaviour or performance of Jonathan Owen in his role as the manager of the Seven Sisters indoor market has been discussed?

Since 1st January 2015 to date has TfL had any internal discussion regarding the behaviour or performance of Jonathan Owens in his role as the manager of the Seven Sisters indoor market?

In answering the above two questions then please provide any emails, minutes of meetings, or reports referring to the behaviour of Jonathan Owen his role as the manager of the Seven Sisters indoor market.

Yours faithfully,

Martin Ball

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Please use this email address for all replies to this request:  
[request-444909-90564b56@whatdotheyknow.com](mailto:request-444909-90564b56@whatdotheyknow.com)

Is [foi@tfl.gov.uk](mailto:foi@tfl.gov.uk) the wrong address for Freedom of Information requests to Transport for London? If so, please contact us using this form:  
[https://www.whatdotheyknow.com/change\\_request/new?body=tfl](https://www.whatdotheyknow.com/change_request/new?body=tfl)

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For more detailed guidance on safely disclosing information, read the latest advice from the ICO:  
<https://www.whatdotheyknow.com/help/ico-guidance-for-authorities>

Please note that in some cases publication of requests and responses will be delayed.

If you find this service useful as an FOI officer, please ask your web manager to link to us from your organisation's FOI page.

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