

Our Reference: DAERA/26-649

Water Catchment Unit

NIEA Lisburn

17 Antrim Road

Tonagh

Lisburn

BT28 3AL

Telephone: 0800 80 70 60

Email: WMU.FOI@daera-ni.uk

22 September 2026

Environmental Information Regulations 2004

Thank you for your request for information received by the Department on 22 August 2026 in relation to a complaint concerning pollution of a waterway downstream of Natural World Products (NWP), Glenside Road, Dunmurry. Information is provided in the order it was requested, please see points below. At this stage I would like to make you aware that personal or identifying data have been redacted from the original complaint and subsequent reports as per the Environmental Information Regulations exceptions detailed in the paragraph below.

Regulation 12(3) and 13(1)

Some information within the report constitutes personal data of which you are not the data subject. Regulation 12(3) requires that personal data is not disclosed and Regulation 13 prohibits the disclosure of third-party personal data that would contravene UK GDPR or the DPA 2018. In this instance, releasing the data would be in contravene of principal (1) "personal data should be processed lawfully, fairly and in a transparent manner in relation to a data subject". This is an absolute exemption; therefore, no public interest test applies. The Department has, however, carried out the appropriate Lawfulness, Fairness & Transparency Test which is attached as **Annex A**.

(1) The original complaint, whether received by e-mail, telephone, online reporting system, letter or otherwise

I can inform you that the Department has considered your request and can provide you with a redacted copy of the original telephoned complaint as detailed in **Annex B**.



(2) Any contemporaneous record, complaint log or database entry recording the substance of the complaint.

The department has considered your request and can provide you with a redacted copy of the NIEA incident report as **Annex C**.

(3) Any photography's, video footage or other attachments supplied with the complaint.

I can advise that the Department considered your request to provide you with the photo which accompanied the original complaint, it is provided as **Annex D**.

(4) Where the complaint was made orally, any note or recorded made by NIEA recording what the complainant reported.

The Department can advise you that this request has been met in full by providing you with the contemporaneous records as requested at point (2) above. Please see **Annex C**.

If you require any clarification, believe that any part of your request has been overlooked, misunderstood or misinterpreted, please contact me in the first instance to see if it is a matter that can be resolved.

If you are unhappy with the manner in which your request for information has been handled or the decision to release/withhold information, you have the right to request a formal review by the Department.

If you wish to do so, please contact The Review Section either by e-mailing daera.informationmanager@daera-ni.gov.uk or by post at The Department of Agriculture, Environment and Rural Affairs, Data Protection & Information Management Branch, Floor 2, Jubilee House, 111 Ballykelly Road, Ballykelly, Limavady BT49 9HP, within two months from the date of this letter.

If after such an internal review you are still unhappy with the response, you have the right to appeal to the Information Commissioner at Wycliffe House, Water Lane, Wilmslow, CHESHIRE, SK9 5AF, who will undertake an independent review of the Department's decision.

Yours sincerely,

