

## **Alabama Credit Union Administration Public Records Policy, Procedure and Form**

**General Policy.** It is the policy of the Alabama Credit Union Administration (ACUA) to promptly provide citizens of the State of Alabama with public records upon request, subject to payment of reasonable fees, to applicable laws protecting sensitive information, and to the interest of the public in having the business of government carried on efficiently and without undue interference.

### **Definitions.**

**Standard Request.** A public record request that seeks one or more specifically and discretely identified public record that ACUA determines would take **less than eight hours** of staff time to process considering the time needed to identify and retrieve any responsive records and to redact or take other measures to withhold legally protected information. A standard request should require no or minimal clarification by the requester.

**Time Intensive Request.** A public record request that ACUA determines would take **more than eight hours** of staff time to process considering the time needed to identify and retrieve any responsive records – including because the request is vague or overly broad – and any time needed to redact or take other measures to withholding legally protected information.

### **Response Times.**

**Standard Request.** ACUA shall respond to standard requests as follows:

**Form.** ACUA requires the requester to submit the Public Records Request Form found at the bottom of these policies and procedures.

**Fees.** ACUA will require the requester to pay a reasonable fee before providing a response to the requester. ACUA will notify the requester of the fee and withhold the record until receipt of payment. The requester may opt not to pay the fee and thus not receive any response.

**Response Time.** ACUA will acknowledge the request within two business days of receiving it and will be prepared to provide a response fulfilling or denying the request within 15 business days of receiving it and shall prepare a response fulfilling or denying the request within 15 business days of acknowledging receipt. Although ACUA may extend this period in 15-business-day increments upon written notice to the requester, ACUA will process a standard request expeditiously as possible in light of the requester's time constraints, ACUA's workload and the nature of the request.

**Time Intensive Request.** ACUA shall respond to time intensive requests as follows:

**Form.** ACUA requires the requester to submit ACUA's Public Records Request Form.

**Fees.** ACUA will require the requester to pay a reasonable fee before providing a response to the requester. ACUA will notify the requester of the fee and withhold the record until receipt of payment. The requester may opt not to pay the fee and thus not receive any response.

**Response Time.** ACUA will acknowledge the request within two business days of receiving it and will notify the requester within 15 business days after the acknowledgment that the request is a time intensive request. At that time, ACUA will notify the requester of any likely fees and allow the requester to withdraw the time intensive and submit a new request that is not time intensive. If the requester elects to proceed with his or her time intensive request, ACUA will be prepared to provide a response fulfilling or denying the within 45 business days after the requester elected to proceed with his or her time intensive request. ACUA may extend this 45 business day period in 45 business day increments by notifying the requester in writing.

**Fees.**

**Document retrieval and preparation.** ACUA may charge the requester up to \$20.00 per hour, including a standard minimum fee of \$20.00, for time spent locating, retrieving and preparing records for production. ACUA may not charge for legal review or redaction necessary to withhold legally protected information.

**Per page fees.** ACUA may charge a per page fee of up to \$.50 for copies produced on standard 8.5x11 paper. ACUA may not charge a per page fee for documents provided electronically.

**Actual costs.** Notwithstanding the foregoing, ACUA may charge any actual costs incurred while processing or responding to a public records request – for example, for a flash drive or other hardware necessary for electronically producing records, for special paper sizes, and for costs associated with searching electronic databases – if the requester is informed of the cost in advance of being charged.

