



# The Environmental Record Centre for Cornwall and the Isles of Scilly Data Policy

**Cornwall Wildlife Trust, or CWT: registered charity in England and Wales 214929.**

ERCCIS collates, manages and disseminates biological and geological information for use in research, conservation and sustainable development, working with local and national biological recorders and conservation organisations for the better environmental conservation of the county.

As a Local Environmental Record Centre, ERCCIS works to support and facilitate recording across Cornwall, through our Wildlife Information Service and online recording website ORKS - Online Recording Kernow and Scilly

Information is received from a variety of sources and is stored in its original format and/or on computer databases.

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## AI. Data Ownership

### 1. Policy Statement

- 1.1 The Environmental Records Centre for Cornwall and the Isles of Scilly (ERCCIS) will seek to enter into data exchange agreements with key data owners. These agreements will outline the responsibilities of ERCCIS and the data owner.
- 1.2 The ownership of the original raw data will remain with the recorder unless this is waived in writing by the data owner.
- 1.3 Data exchange agreements will adhere to GDPR.

### 2. Background

- 2.1 ERCCIS needs to clearly define the ownership of all the data it holds and manages, including raw data and processed information/products. It also needs to agree with the data owners how the data will be managed, made available and used.
- 2.2 In this context, raw data is the information supplied to ERCCIS prior to any processing within ERCCIS.

### 3. Copyright

- 3.1 The data owner is the person who has the intellectual property rights over the data. When the data are first recorded in a physical form (e.g. on paper or on computer) the person making the record (either writing or typing) owns the data. However, if the person is paid to make a record the copyright belongs to the employing/contracting organisation or client. This person can transfer this property right to any other person or organisation, if they so wish.
- 3.2 The ownership of the original raw data will remain with the recorder unless this is waived in writing by the data owner and ERCCIS will seek to protect the rights of the data owner.
- 3.3 Data owners have the right to withdraw their data at any time from ERCCIS. ERCCIS will remove the data in accordance with the procedure on the removal of data from the Records Centre, Removal of Data.
- 3.4 Publications and reports making use of analysed data produced by ERCCIS will be owned by ERCCIS. Due credit and acknowledgement will be given within the publication to the data owners.

#### 4. Data Exchange Agreements

- 4.1 ERCCIS will ensure that the data owner's rights are protected through the completion of a data exchange agreement between the Records Centre and the data owner, defining the rights and obligations of both parties.
- 4.2 The agreements will be simple, clear and user-friendly, and will outline the terms and conditions under which:
  - ERCCIS agrees to accept and manage records from the data owner
  - the data owner will provide the data
- 4.3 ERCCIS will discourage any unnecessary restrictions being placed on the data that limit their availability and use beyond ERCCIS's access terms.
- 4.4 The agreement will license ERCCIS to release data without further consultation with the data owner, providing the data request falls within the guidelines of the policy on Data supply.
- 4.5 ERCCIS will maintain a register of data exchange agreements.

#### 5. Satellite copies of data

- 5.1 This section of the policy covers the use of satellite copies of ERCCIS data by recorders (a sub-set of data owners) for furtherance of their biological recording.
- 5.2 ERCCIS and the satellite recorder (data owner) will need to complete a data exchange agreement as outlined in section 4 above, but with the following additional requirements:
  - The ownership of the original raw data added to the satellite will remain with the recorder (data owner) unless this is waived in writing by the recorder
  - The ownership of the data already in the existing satellite (provided by ERCCIS) remains with the original recorder(s) and can only be used by the satellite users as background research for their own recording
  - Data in the existing satellite (provided by ERCCIS) cannot be passed on to any third parties
- 5.3 These additional requirements will be added to the appropriate data exchange agreements.

## A2. Data Acquisition

### 1. Policy Statement

- 1.1 The Environmental Records Centre for Cornwall and the Isles of Scilly (ERCCIS) will seek to enter into digital data agreements with any person who wishes to receive data. These agreements will outline the reason and type of request and the responsibilities of the data receiver.
- 1.2 The receiver of the data will adhere to ERCCIS terms and conditions and will use it for the reasons explicitly set down in the agreement.
- 1.3 Digital data agreements will adhere to GDPR.

### 2. Background

- 2.1 ERCCIS needs to clearly define the ownership of all the data it holds and manages, including raw data and processed information/products.
- 2.2 As the local record centre, ERCCIS will provide data to anyone person who contacts us and who has a clear and tangible reason for requesting the data.

### 4. Digital Data Agreements

- 4.1 ERCCIS will ensure that the data owner's rights are protected through the completion of a digital data agreement with the data receiver and will clearly define the rights and obligations of both parties.
- 4.2 The agreements will be simple, clear and user-friendly, and will outline the terms and conditions under which:
  - ERCCIS agrees to provide data to the receiver
  - The data receiver will hold and manage the data
- 4.3 ERCCIS will discourage any unnecessary restrictions being placed on the data that limit their availability and use beyond ERCCIS's access terms.
- 4.4 The agreement will license ERCCIS to release data without further consultation with the data owner, providing the data request falls within the guidelines of the policy on Data supply.
- 4.5 ERCCIS will maintain a register of digital data agreements.

## A3. Dataset Management

### 1. Policy Statement

- 1.1 ERCCIS will manage the data it holds as discrete datasets, where one dataset is formed by a group of similar information collected in a similar way. For example, datasets of wildlife records are held on the computer database as surveys.
- 1.2 ERCCIS will provide appropriate metadata for every dataset it holds.
- 1.3 ERCCIS aims to integrate and computerise all its data holdings into its data management system and make it available for not for profit decision-making, education, research and other public benefit purposes.
- 1.4 ERCCIS will track all the data it receives by means of an audit trail and ensure information is accurately transcribed from its original source and incorporated into the data management system.

### 2. Background

- 2.1 Dataset management is administered on a day-to-day basis by the ERCCIS team.
- 2.2 Collating and managing biological and geological data about Cornwall and the Isles of Scilly is a core function of ERCCIS.
- 2.3 ERCCIS receives and accepts species and habitat records in a variety of formats. Each format of information goes through the same data management system. The formats include the following:
  - Electronic datasets as an Excel spreadsheet or Access database
  - Recognised paper recording cards
  - Handwritten or typed lists
  - Personal communication face-to-face or by telephone transcribed onto paper
  - Published reports electronically or on paper
  - Electronic Recorder Import or Export format files

### 3. *Data Management System*

- 3.1 All records need to be traceable to show what stages of the data management system have been completed. Upon receipt, paper records are stamped with a checklist showing the stages of the data management system.
- 3.2 Each stage on the checklist is signed and dated when completed. The stages are:
- Acknowledged
  - Validation
  - Data entered
  - Data checked
  - Verification
- 3.3 Paper records are filed by taxonomic group in a filing cabinet according to the data management system stamp stages. Records are moved accordingly when stages are completed into the next stage in the filing cabinet.
- 3.4 ERCCIS will validate records prior to the data provider being acknowledged.
- 3.4.1 Any missing information for the record(s) is obtained from the data provider, and then the record(s) is acknowledged. Any changes or additions made to the original data are clearly marked.
- 3.4.2 All records received should be acknowledged within 10 working days of receipt. For practical reasons, it is not always possible to acknowledge single records. In such instances, an ERCCIS postcard is sent to thank the data provider.
- 3.5 Some records ERCCIS receives are in paper format and need manually computerising into the database. Datasets received in an electronic format need importing into the database.
- 3.5.1 The speed at which paper and electronic datasets are integrated into the database depends upon their priority for data entry.
- 3.5.2 Data entry priorities are likely to be reviewed and amended annually in accordance with the needs of ERCCIS and its data users.
- 3.6 Records are entered into the computer database.

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- 3.6.1 Electronic datasets do not need manual data entry. The data is imported electronically using an Import Wizard.
- 3.6.2 Paper records are transcribed by the ERCCIS team into the online recording website.
- 3.7 Prior to a dataset being imported into the computer database, the records are checked for errors in transmission from paper to computer.
  - 3.7.1 Checking records does not apply to datasets received electronically as there has been no manual data entry process at ERCCIS.
  - 3.7.2 A checked record does not imply that the original information is correct, only that it has been correctly transcribed.
  - 3.7.3 ERCCIS does not have the time or staff resources to check all the historical unchecked records on the computer database against their paper originals. It has therefore been agreed to check 50% of each historical survey dataset.
  - 3.7.4 If frequent errors are found or the data are inconsistent with ERCCIS's current standards and practices, the percentage of records checked can be increased accordingly to rectify errors.
- 3.8 Verification is the process of checking that a record is 'correct' and it is a process that applies to all records. It ensures the species identified has been correctly determined.
- 3.9 ERCCIS has a process for removing data from its system should it be required. If requested by the original recorder, computerised records can be removed from the database and all paper originals and copies returned to the data provider. A metadata record of the removed dataset should be retained at ERCCIS as a report.

## A4. Metadata Management

### 1. *Policy statement*

- 1.1 ERCCIS will create electronic metadata by documenting its data holdings to help manage datasets and to provide information to staff, volunteers and data users.
- 1.2 Biodiversity data should be easily accessible and therefore needs to be adequately indexed. ERCCIS will make metadata available on the website for the GIS digital maps, library books and journals it holds.

### 2. *Background*

- 2.1 The term for the information provided about a dataset is “metadata”, which means ‘data about data’. ERCCIS creates and maintains metadata for groups of similar data collected in a similar way, which is called a dataset.
- 2.2 Metadata is important to ERCCIS for the following reasons:
  - 2.2.1 To catalogue the range of ERCCIS data holdings for staff, volunteers and for potential data users to view
  - 2.2.2 To make this information available on the ERCCIS website where applicable.
  - 2.2.3 To help identify gaps in knowledge.
  - 2.2.4 To manage data effectively to ensure confidentiality, copyright and ownership agreements are adhered to.
  - 2.2.5 To enable potential data users to have a better understanding of the data ERCCIS holds, thereby, making the data more available for use.
  - 2.2.6 To track ownership of its data holdings.
  - 2.2.7 To track the status and location of the dataset within the ERCCIS data management system.
  - 2.2.8 To ensure the nature of the dataset is known, for example, the time period and geographic extent the data covers.





### 3. *Metadata*

3.1 The datasets ERCCIS holds metadata for include the following:

3.1.1 Surveys of species records

3.1.2 GIS digital maps

3.1.3 The books, journals and reports in the ERCCIS library

3.2 The typical information needed for metadata includes the name of the data owner, the dates between which the data were collected, the geographical area for which the data were collected and the terms under which the data can be made available to data users.

## A5. Geographical Information System (GIS) Management

### 1. *Policy statement*

- 1.1 Digital mapping using ArcMap is an integral function to and service provided by ERCCIS. There is a high demand by users of biological information to be able to visualise and query data in a GIS.
- 1.2 The digital maps ERCCIS uses are created in-house.
- 1.3 The digital maps ERCCIS has can be used by ERCCIS staff, provided to Cornwall Wildlife Trust staff and provided upon request to data users. Provision of digital maps depends upon the access constraints of the dataset.
- 1.4 There are three levels of access constraints that apply to providing digital map datasets. The access constraints are as follows: the digital map cannot be used outside of ERCCIS or Cornwall Wildlife Trust, access can only be granted to Service Level Agreement holders and access is available upon application.
- 1.5 ERCCIS will ensure metadata are available for each digital map.
- 1.6 A full list of digital maps ERCCIS holds, together with associated metadata, is available to staff members.

### 2. *Background*

- 2.1 GIS is a tool for capturing data for managing, analysing and displaying all forms of geographically referenced information.
- 2.2 The information is stored in a coordinate system, a grid reference for example, which relates to a particular part of the Earth's surface.
- 2.3 GIS allows a user to view, question and interpret data on computerised maps.

### 3. *Organisation of GIS maps at ERCCIS*

- 3.1 Digital maps are stored on the V: drive.
- 3.2 To add a new digital map to the V: drive the system requires:
  - 3.2.1 A dataset which is defined as the data source. A dataset can consist of any geographically referenced data such as coverage, a shapefile or raster image in a geo-database.

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- 3.2.2 A layer is the visual representation of the data from the dataset. ERCCIS uses digital maps as layers.
- 3.3 Datasets and layers are organised into the following stratum:
- Administrative – contains vice county outlines, district and parish boundaries.
  - Backdrops – grid squares and Cornwall and the Isles of Scilly backgrounds.
  - Designations – contains statutory and non-statutory designations for sites of nature conservation importance.
  - Habitat – shows different habitats across the county including BAP habitats, National Vegetation Survey cover and Landcover.
  - Landscape – maps showing designated Natural Areas and Character Areas.
  - Land Use and Management – land under management plans by various organisations including Countryside Stewardship, Organic Farming and Environmental Stewardship.
  - Organisations – contains Local Environmental Action Plan areas in Cornwall.
  - Reserves and Ownership – land owned or managed by organisations including Cornwall County Council, Cornwall Wildlife Trust and National Trust land holdings.
  - Species – distribution maps in Cornwall such as bryophyte and Odonata sites.
  - Topography – geology data from the British Geological Survey and rivers.

## 4. *Updating layers*

- 4.1 GIS datasets and layers will be maintained and kept up-to-date jointly by the IT Manager and the ERCCIS Data Officer.
- 4.2 On a bi-annual basis, updates will be reviewed and obtained from the MAGIC website.
- 4.3 Other layers not sourced from MAGIC will be updated on an ad-hoc basis when they are received by ERCCIS.
- 4.4 Instructions are available for updating or creating new datasets and layers. When a layer is updated, the old layer is archived rather than deleted.
- 4.5 The properties of the archived layer, i.e. symbology, font style, size and name, are kept the same for the layer that is replacing or updating it.



## 5. *Metadata*

5.1 Metadata is stored in ArcCatalog for each digital map ERCCIS holds.

5.2 The mandatory metadata fields are title, originator, publication date, abstract and access constraint.

## 6. *Related Links*

[www.magic.gov.uk](http://www.magic.gov.uk)

## A6. Data Access Policy

### 1. Policy Statement

- 1.1 The provision of access to data pertaining to the biology and geology of Cornwall and the Isles of Scilly is a core function of ERCCIS.
- 1.2 The wildlife and geological information ERCCIS holds should be made available for use in not for profit decision-making, education, research and other public benefit purposes.
- 1.3 Data is only useful when it is used. Therefore, the overarching principle guiding access to data at ERCCIS is one of open and equal access to all individuals and organisations.
- 1.4 Access to the data ERCCIS holds needs to be undertaken in a controlled and managed way.
- 1.5 ERCCIS will comply with GDPR, which it is registered under through its host organisation Cornwall Wildlife Trust.

### 2. Background

- 2.1 ERCCIS collates, manages and disseminates biological and geological information about Cornwall and the Isles of Scilly. Data is received from a variety of sources and in different formats.
- 2.2 Biological information comes in the format of species records which ERCCIS manages on computer databases. It is this information that is most frequently disseminated.
- 2.3 Information is supplied to data users after completion and submission of an Information Request Form. The data user must sign to agree with the Terms and Conditions under which the data are supplied to them.

### 3. Data Access

- 3.1 ERCCIS provides information through the Wildlife Information Service, which offers an enquiry service to request wildlife information for a particular purpose. This service is available to everyone from conservation organisations, members of the public, students, recorders and commercial and statutory organisations.
- 3.2 ERCCIS does not charge for the supply of data. ERCCIS does charge, however, for the time invested by staff to collate, manage and disseminate that data.
- 3.3 ERCCIS will make data belonging to a data provider available to them upon request.

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- 3.4 Data held by ERCCIS remains the intellectual property rights of the data provider. By submitting records and other information to ERCCIS, ERCCIS has the right to hold, copy, process and incorporate the data supplied into its data management system.
- 3.5 The right for ERCCIS to use this data can be withheld or withdrawn by the data provider at any time.
- 3.6 Biodiversity data should be used to encourage positive impacts on the natural environment. Where negative impacts are likely to occur as a result of supplying data to a data provider, ERCCIS has the right to withhold access to this data.
- 3.7 ERCCIS will restrict availability of wildlife information that it deems to be environmentally, commercially or personally sensitive in nature.
- 3.8 ERCCIS may restrict data access for the following reasons:
  - 3.8.1 If complete access is likely to increase the risk of environmental damage or put sensitive species at risk.
  - 3.8.2 If release of data is likely to jeopardise the supply of future data.
  - 3.8.3 If the data provider has requested that data remains confidential.
  - 3.8.4 Some data may be withheld if it is commercially sensitive, or still under preparation prior to publication and is therefore, incomplete. These restrictions may be temporary depending on the circumstance.
  - 3.8.5 Data that contains personal information will be managed in accordance with GDPR.
- 3.9 ERCCIS will make sufficient metadata available to allow data users to assess the scope, uses and constraints of the information provided.
- 3.10 ERCCIS will make relevant Policies and Procedures available on the ERCCIS website to allow data providers and users alike to view the standards and procedures by which ERCCIS operates.

## **BI. Supply of Data – Funding Partners**

### **1. Policy statement**

- 1.1 ERCCIS will supply data to each of its funding partners in accordance with the provisions within the existing Service Level Agreement (SLA) and in agreement with the Terms and Conditions.

### **2. Background**

- 2.1 ERCCIS has negotiated agreements with 4 main funding partners who provide finance to support the running of the Records Centre. The partners are:

- Cornwall Council
- Environment Agency
- South West Water
- Isles of Scilly Wildlife Trust

### **3. Data Supply**

- 3.1 Agreements are negotiated as required and are in place for an agreed number of years; this timescale is different for each partner. The agreements outline the level and type of data supply required annually as part of the funding.
- 3.2 Copies of relevant agreements are held in ERCCIS and are available for inspection at any time.

### **4. Reporting**

- 4.1 ERCCIS will report progress against data supply and all other conditions of funding support at the specified intervals laid down in individual agreements.

### **5. Advocacy**

- 5.1 The number of SLAs' ERCCIS can be involved with is not limited therefore ERCCIS welcomes any organisation to get in contact for the establishment of ongoing partnership work.

## B2. Supply of Data – Consultants

### 1. *Policy statement*

- 1.1 ERCCIS will supply biological records to commercial organisations through the **ERCCIS Data Search portal (EDS)**
- 1.2 This provision of this data will be subject to a charge which is set upon registration and completion of a request through the EDS.
- 1.3 Some consultants who require a more bespoke data set may contact the ERCCIS team directly. ERCCIS will supply biological records in the form of a customised desk study to commercial organisations on request.
- 1.4 The provision of this data will be subject to a charge; this is for the staff time to put together the data into a useable format.

### 2. *Background*

- 2.1 ERCCIS, as the major depository of biological and geological data for Cornwall, is regularly required to produce desk studies for consultants working for clients looking to develop or change landscape.
- 2.2 ERCCIS charges for the staff time to produce these desk studies; there is no charge for the data.

### 3. *EDS*

- 1.1 Consultants should register an account on the EDS website. Payment will be required as well as agreement to the terms and conditions.
- 1.2 ERCCIS staff will review your request and may be in touch to discuss the information products available.
- 1.3 Once an email confirmation has been received, Consultants will have access to the portal system to start the search and download the data and report.

### 3. *Bespoke Desk Study*

- 3.1 A data request form to ask for a bespoke desk study can be obtained from the ERCCIS website. Equally, one can be requested from the Wildlife Information Service.





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- 3.2 On request of a desk study, an estimate based on time expected to be completed will be sent to the consultant. Current prices can be found below in section B4.
- 3.3 Desk studies will be processed within 10 working days of the estimate being accepted.
- 3.4 Final desk studies will be forwarded electronically. On request, they can be sent on a formatted CD-ROM or in hard copy through the post.

### 4. *Data Resolution*

- 4.1 Resolution of data will be at an agreed level. Notable and endangered species data will be at a low resolution e.g. tetrad or 10km square level.

## B3. Agreement Policy – Non-Funding Partners/Recording Groups & Individuals

### 1. Policy statement

- 1.1 ERCCIS offers the option of a Digital Data Agreement or Data Exchange Agreement with any Non-funding Body, relevant Recording Groups and key individual Recorders outlining conditions for the exchange and management of environmental and biological records.
- 1.2 A skeleton outline of these agreements can be obtained from ERCCIS.

### 2. Background

- 2.1 The exchange of records between ERCCIS and key recording groups and individuals remains an essential part of the support mechanism that allows good quality biological records to be available.  
**The Data Exchange Agreement will form the basis of this relationship.**
  - 2.1.1 The exchange agreement will look to include access to all datasets but will be restricted to agreed resolutions dependent upon the sensitivity of individual records or datasets.
- 2.2 The provision of records from ERCCIS to recording groups, individuals and non-funding partners remains an essential part of the support mechanism that allows records to be available to those interested in their area or a research area.  
**The Digital Data Agreement will form the basis of this relationship**
  - 2.2.1 The digital agreement will look to include access to all datasets to cover all aspects of the request but will be restricted to agreed resolutions dependent upon the sensitivity of individual records or datasets.

### 3. Implementation

- 3.1 Agreements will be raised and agreed as required between ERCCIS and recorders. The duration of the agreement will be agreed with both parties.
- 3.2 A copy of the signed agreement will be held at ERCCIS and a duplicate will be forwarded to the relevant party.

## B4a. Charging Policy

### 1. Policy statement

- 1.1 ERCCIS does not charge for data, but does charge for the supply of data and information. This policy applies to both Service Level Agreement (SLA) holders and commercial users, although the approach to charging is different.
- 1.2 ERCCIS reserves the right to recoup a proportion of the costs of acquiring, collating and managing data from its users, within the scope of maintaining charges at a reasonable level, and in the spirit of the Environmental Information Regulations.

### 2. Background

- 2.1 Charges will be levied to recover costs of time spent collating and supplying information, and for any necessary expenses, at point of use to certain organisations and individuals who do not have, or wish to have, an SLA with the Records Centre.
- 2.2 ERCCIS will not charge non-commercial users including the public directly for the provision of data or information. The costs arising from this service is met through the SLA with Cornwall Wildlife Trust.
- 2.3 ERCCIS will make a charge for educational and charitable organisations and individuals. This will be at a rate lower than that of commercial requests.
- 2.4 Within the terms of the SLAs with funding partners, ERCCIS will apply charges for the supply of data and information, along with the management of data. No charges will be made specifically for the data. Additional charges will be levied to recover costs of time spent collating and supplying information for funding partners where the type/nature of the enquiry or project work lies outside the scope of any SLA.
- 2.5 The charging policy of the Records Centre will be ratified by the ERCCIS Advisory Board.

## B4b. Charging Procedure

### 1. Background

- 1.1 This procedure implements the Charging Policy statement:
- 1.2 ERCCIS does not charge for data, but does charge for the supply of data and information. This policy applies to both Service Level Agreement (SLA) holders and to other users.
- 1.3 ERCCIS reserves the right to recoup a proportion of the costs of acquiring, collating and managing data from its users, within the scope of maintaining charges at a reasonable level, and in the spirit of the Environmental Information Regulations.

### 2. General

- 2.1 ERCCIS normally receives its data on the terms that it will be freely accessible to bona fide users, and suppliers of data are informed of this policy upon offer of data to the Records Centre. In relation to some datasets supplied to us, including some species datasets and digital datasets, access is controlled by specific agreements and protocols agreed with each organisation/individual. Data may also be restricted as to its supply to or use by third parties, including funding partners.
- 2.2 ERCCIS will give free access to the data and information it manages, subject to any conditions imposed on its use by the data copyright owners, to bona fide researchers, members of the public, local recording groups/natural history societies and recorders.
- 2.3 Digital data will be supplied free of charge to funding partners within the terms of relevant SLAs; this must be for internal business use only.
- 2.4 Where ERCCIS has entered into a data exchange agreement with a non-funding partner it may, at its discretion, supply data free of charge. However, in normal circumstances, a charge would be made for the supply of information to such organisations. Organisations requiring digital GIS information would be required to enter into a Digital Data Licence, for which there is an annual fee based on the amount and level of information required.

### 3. Calculating the charges

- 3.1 In setting its charges, ERCCIS will use the standard annual work days (200) and overall budget as a basis for establishing its costs, including overheads as calculated by Cornwall Wildlife Trust (standard Trust overheads costs, which includes pension, Employers National Insurance, office accommodation, basic IT and administration costs).

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- 3.2 Charges will be reviewed on an annual basis, to reflect changes in the cost of providing the Centre's services and will be approved by the ERCCIS Advisory Board.
- 3.3 Cornwall Wildlife Trust will provide the administration and financial processes and procedures for handling the invoicing, money, accounting and auditing on behalf of ERCCIS.

### 4. Charges from 1st July 2019

- 4.1 Data Searches via ERCCIS Data Search (EDS):
- 1 Km Search Radius = £130 Plus VAT per search
  - 2 Km Search Radius = £162.50 Plus VAT per search
  - 5 Km Search Radius = £227.50 Plus VAT per search
  - Bat & Birds - £90 plus VAT
- 4.2 Bespoke Data Searches not via EDS
- £65/hour plus VAT
- 4.3 Student/Charitable Organisations
- £32.50/hour plus VAT
- 4.4 Day Rates for ERCCIS Staff
- ERCCIS Manager - £400 plus VAT
  - Data Manager/WIS Manager - £350 plus VAT
  - Data Officer/WIS Officer - £300 plus VAT
- 4.5 The above charges apply to core work delivered through the Service Level Agreements, as well as any additional projects undertaken by ERCCIS.
- 4.6 Where project work is undertaken there may be additional costs relating to specific IT needs of the project, as well as training and/or travel.

## B5. Wildlife Information Service

### 1. Background

- 1.1 The Wildlife Information Service (WIS) is responsible for accepting and processing data requests from a wide range of people, including but not limited to commercial organisations, statutory organisations, non-governmental organisations, recorders, landowners, students and members of the public.
- 1.2 WIS endeavours to inform and inspire by engaging with members of the public in a variety of ways.

### 2. Information Requests

- 2.1 Members of the public are encouraged to contact WIS with questions relating to wildlife via email, telephone, social media, in writing or in person. There is a dedicated email address and phone number for this purpose.
- 2.2 WIS will take on any relevant queries which have been directed to the Cornwall Wildlife Trust or ERCCIS.
- 2.3 WIS will endeavour to respond to queries in a timely manner and prioritise queries which require a swift response.
- 2.4 WIS will draw on the shared knowledge and expertise of ERCCIS staff as well as the data and literature held at ERCCIS in order to respond to queries in an informed manner. WIS also draws upon the expertise of its network of experts and trusted recorders when required.
- 2.5 Students and researchers may request ERCCIS data for use in their studies. This may include all records held by ERCCIS for a given species, species group or habitat, or may be site-specific or activity specific.
- 2.6 Landowners may request data relevant to their land which, combined with general advice from WIS, will enable them to put together an effective management plan for wildlife.
- 2.7 WIS will offer recorder support in the form of identification help, data supply, and advice in targeting recording effort or designing survey and in running events such as workshops.
- 2.8 All enquiries to ERCCIS are recorded on a database. Each record includes at least the name of the enquirer, contact details, date of contact and response, enquiry details, action and staff responding.