

SCHEDULE

Licensing conditions

PART 2

Databases

Access to information

- 9.—(1) The database operator must use their best endeavours to ensure that they—
- (a) answer all telephone calls received in normal working hours on all working days;
 - (b) provide the information in paragraph 7 free of charge to authorised third parties during all normal working hours where requested; and
 - (c) where the database operator charges for responding to a telephone call, charge a reasonable rate for the call.
- (2) For the purposes of sub-paragraph (1)(a) and (b) “normal working hours” means the hours between 9am and 5pm.
- (3) For the purposes of sub-paragraph (1)(b), “authorised third parties” means—
- (a) any constable;
 - (b) any representative of the Secretary of State; or
 - (c) any representative of the local authority.