

25 July 2023

Dear ,

ATISN 18708: Information for all pieces of hold music used on all our publicly contactable telephone lines

Information requested

Thank you for your request which I received on 10 July 2023. You asked Cadw to provide the following information for all pieces of hold music used on all our publicly contactable telephone lines:

- 1) Author(s)
- 2) Track title(s)
- 3) Date(s) of composition

Our response

Cadw uses a call centre service to provide information to visitors on tickets, membership, opening times and general site information. The hold music used is detailed below:

- 1) Author(s): Unknown as it is library / rights free music
- 2) Track title(s): Beach
- 3) Date(s) of composition: 2009

Next steps

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:

Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow,

Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process.

Yours sincerely

[Name]

[Address]

[Date]

Annwyl [applicant's name]

Y cais

Diolch ichi am eich cais a ddaeth i law ar [insert date]. Roeddech yn gofyn am yr wybodaeth ganlynol:

[Describe information requested in a way which reflects your understanding. Where ever possible, please use you own words to describe the information sought rather than just copy and paste the text provided by the requester. Please remember this letter is written for the public, so the public should be able to understand what has been asked for.]

Ein hymateb

Amgaeaf yr wybodaeth y gofynnwyd amdani.

Y camau nesaf

Os ydych yn anfodlon â'r modd y mae Llywodraeth Cymru wedi ymdrin â'ch cais, gallwch ofyn am adolygiad mewnol o fewn 40 diwrnod gwaith ar ôl dyddiad yr ateb hwn. Dylech anfon cais am adolygiad mewnol at Swyddog Rhyddid Gwybodaeth Llywodraeth Cymru drwy'r post i'r cyfeiriad canlynol:

Yr Uned Hawl i Wybodaeth
Llywodraeth Cymru
Parc Cathays
Caerdydd
CF10 3NQ

neu drwy e-bostio: rhyddidgwybodaeth@llyw.cymru

Cofiwch nodi'r cyfeirnod ATISN uchod.

Mae gennych hawl hefyd i gwyno wrth y Comisiynydd Gwybodaeth. Gallwch gysylltu â'r Comisiynydd Gwybodaeth yn y cyfeiriad canlynol:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF.

Fodd bynnag, dylech nodi nad yw'r Comisiynydd fel arfer yn ymchwilio i gŵyn nes ei fod wedi bod drwy ein proses adolygu mewnol ni.

Yn gywir

[Add you name, address, email and telephone number]