

15 July 2025

Dear

**Complaint in respect of ATISN 24664 - Multimodal Digital Customer Strategy**

Following your communication on the 17<sup>th</sup> June 2025, I have undertaken an internal review in relation to your complaint.

I would like to apologise for the wrong information being sent to you for the “Multimodal Digital Customer Strategy” that you requested, from March 2024. You confirmed that the published information we linked was to the TfW Business Plan 24/25, published on the TfW website, and this is not the document you requested.

I can confirm, following a search of our paper and electronic records, that the information you require is not held by the Welsh Government. I believe the information is held by Transport for Wales. You may ask them for it at the address detailed here: <https://tfw.wales/about-us/transparency/freedom-of-information>

In relation to your complaint regarding the document we sent you, “Multimodal Digital Customer programme Business Case – April 2024 update v2”, I can confirm that I uphold the original decision to withhold some of the financial information under Section 43 of the Freedom of Information Act 2000, Commercial Interests.

On reviewing the business case and associated financial information, I believe that the balance of the public interest falls in favour of withholding the financial information and that it would be likely that the release of the information would prejudice TfW’s commercial relationships with its suppliers and other third-party contractors.

Disclosure of this information into the public domain would likely undermine TfW’s ability to maintain commercially sensitive relationships with its partners. Some of the contracts referenced also contain operational details concerning TfW’s physical and digital security infrastructure, as well as its business continuity protocols.

Given the strategic nature of TfW’s role and its classification as part of the UK’s critical national infrastructure, the release of supplier identities and associated system information could present a tangible risk to cyber resilience.

**Next steps**

I have considered your complaint in accordance with the procedure outlined in the [Welsh Government's Practical Guide for Making Requests for Information](#) which is available by post on request or via the internet.

If you remain dissatisfied with this response you 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.

Yours sincerely