

25 January 2024

Your request for information under the Freedom of Information (Scotland) Act 2002 (“the Act”)

Thank you for your request for information which was received by VisitScotland on 29 December 2023 at 7.27am:

“Please provide me with the following information for the financial years 2020/21, 2021/22, 2022/23.

All expenditure made by your organisation, in every facet of its operations and purview, on translation, interpretation, and language services.

Please provide the aggregated total spent by your organisation and then, if possible, please provide this broken down by particular function for which the service was carried out.”

VisitScotland’s response

We have categorised our spend on translation, interpretation and language services into two categories as per the below table, and have provided total figures as well as for each financial year sought in your request.

Category	Spend in 2020/21	Spend in 2021/22	Spend in 2022/23	Total
Spend on translation, interpretation and language services for marketing to include emails, website, and social media posts:-	£1,588.42	£15,796.68	£5,540.34	£22,925.44
Spend on translation, interpretation and language services for translation of press releases and corporate requirements :-	£1,503.50	£3,118.87	£10,636.03	£15,258.40
Total spend	£3,091.92	£18,915.55	£16,176.37	£38,183.84

Your right to request a review

We hope this information is helpful to you. If, however, you are not satisfied with our response or the manner in which we have dealt with your application, you may in the first instance contact our Chief Executive, Malcolm Roughead to request a review.

If you wish to request a review of your application under either the Freedom of Information (Scotland) Act 2002 or the Environmental Information (Scotland) Regulations 2004, your request should be submitted to us in writing, or another permanent format (for example e-mail or voice recording) to:

Mr Malcolm Roughead
Chief Executive
VisitScotland
Waverley Court
4 East Market Street
Edinburgh
EH8 8BG

Telephone: 0131 472 2201
E-mail: malcolm.roughead@visitscotland.com

The request for a review should be received by us within 40 days of the date of this letter. Any request for a review should also set out, in as much detail as possible, the reasons why you are not satisfied with our response or the way we have dealt with your application.

If you are not satisfied with the result of the review, then you have the right to appeal to the Scottish Information Commissioner. You can contact the Scottish Information Commissioner at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS

Telephone: 01334 464610
Fax: 01334 464611
Email: enquiries@itspublicknowledge.info

You also have the right to appeal to the Court of Session in Scotland on a point of law concerning our response.