

## Service charges for documents and information retrieval

### Background

The LAB University of Applied Sciences (LAB) has decided on levying charges for copying documents and retrieving information based on the Act on the Openness of Government Activities, section 34. The charges are based on the cost price referred to in the Act on Criteria for Charges Payable to the State, that is, the total costs incurred from copying and information retrieval.

This decision does not apply to ordering a transcript of student records or a certified copy of a degree certificate subject to a fee.

### Copy service

A printed copy of a regular document (a fully public document or a document from which secret parts can easily be removed)  
Certified photocopies

Minimum charge (max. 30 min. work and 10 pages)	€ 25.00
Hourly rate	€ 40.00/h
Black-and-white A4 page	€ 0.12
Four-colour A4 page	€ 0.29
Black-and-white A3 page	€ 0.23
Four-colour A3 page	€ 0.59

Items that are difficult to copy or that require special measures, such as the removal of confidential sections, include a 50% surcharge. Customers are informed of the surcharge when they place an order. The minimum charge for taking copies includes the retrieval of documents from the central archive if the work takes no more than 30 minutes. An hourly rate is applied to time exceeding that.

If the copies need to be mailed to the customer, the customer also pays the postage and cash on delivery.

### Information retrieval from an electronic document

Charges do not apply if

- information regarding the document is provided orally
- the document is provided for reading or copying in LAB's facilities
- an electronically recorded document is sent to a party by electronic mail.

However, in the cases referred to above, a charge is levied that corresponds to the costs of obtaining the information when access is requested to a document which cannot be specified and found in the manner referred to in section 13, subsection 1 of the Act on the Openness of Government Activities from document registers of the authority maintained in accordance with this Act using the document classification meant for such registers, the identifying code of the document nor from computerised registers using their search functions. Charges also apply to document request that require special measures, such as the printing of an electronic document, covering confidential information and then scanning the document.

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Commissioned information retrieval €40.00/h

Minimum charge (max. 20 min. work) €25.00

The minimum charge is also collected if no documents are found. An hourly rate is charged when printed copies of documents are provided. Copy service prices listed above are charged for printed copies.

The charges are based on the Act on Criteria for Charges Payable to the State (150/1992), the Act on the Openness of Government Activities (621/1999) and the State Treasury decision of 11 January 2011 (592/03/2010).

The charges include value added tax.

The delivery time for orders listed above is two weeks. Larger orders are agreed on separately.

Delivery abroad is subject to duplicate, postage and bank charges.

Decision

I decide to implement document and information retrieval charges in accordance with the proposal presented to me. The charges will enter into force on 1 October 2021.

More information:

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*This decision has been signed electronically.*

**LAB University of Applied Sciences**

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