

Public Authority	Heritage Malta
Description of the department/directorate/entity's structure	Organisational Structure will be send at a later stage due to internal restructuring
Description of the department/directorate/entity's functions and responsibilities	<p>As guardians of over 8,000 years of history, Heritage Malta is the national agency for museums, conservation practice and cultural heritage.</p> <p>With a portfolio that encompasses archaeological sites, baroque auberges and palaces, catacombs, forts, natural landscapes and UNESCO listed neolithic temples, Heritage Malta is the face of the Maltese Islands. More than simply advancing the stock of intellectual and cultural capital, our vocation is to offer a mirror to society through a heritage which is 'Part of Us', because we are our history and this is our cultural identity.</p> <p>Every generation, monument, artefact, language, specimen, and celebration has a story to share. Heritage Malta ensures that these stories are preserved for posterity and are made accessible for everyone, everywhere to experience and enjoy.</p> <p>Our Identity</p> <p>Inspire future generations</p> <p>Heritage Malta does not only look towards the heritage it curates to ensure its longevity, but also towards the public and the future generations it wishes to inspire. Therefore, heritage interpretation, outreach services, consultancy, internationalisation, corporate events, publishing and public events such as exhibitions, cook-a-longs and open-days comprise the bulk of Heritage Malta's focus.</p>

A future for our Heritage

Aware of the role our Heritage has played in shaping who we are and where we stand, it is Heritage Malta's chief mission to breathe new life in it, to render it safe, secure and resilient.

This brings Heritage Malta's diagnostic labs and conservation and restoration teams at the core of its mandate and activity. Through these, the agency ensures the **preservation** of the Islands' heritage for posterity, not only as a showcase of the past but as a living legacy with a key role in the way 21st century Malta wants to shape its future.

<p>General description of the categories of documents the department/directorate/entity holds (including exempt documents)</p>	<p>HM Strategy Comitees & working groups Policies & Procedures Memos & Circulars Contracts & Agreement Financial Reports Recruitment Payroll Staff development Programmes Events HM personal files Purchase Orders & sundry expenses Publishing research & publications Acquisitions Loans & exhibitions Conservation projects General Projects Stores Purchase orders Civil works Library Acquisitions Tenders Discipline files Request for quotations Direct orders 3 quotes system Lands Cultural Heritage Artefacts Expression of interest Legal Issues Management Plans Proposals ICT projects</p>
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	Parliamentary questions
Description of all manuals and similar types of documents which contain policies, principles, rules or guidelines in accordance with which decisions or recommendations are made in respect of members of the public (including bodies corporate and employees of the public authority in their personal capacity)	<p>PSMC Manuals HM Collective Agreement Code of Ethics Communication Policy Customer Care Policy Digitisation Policy Health & Safety Policy HM Waste management Policy Remote working Policy Procurement & stores Policy Front of House manual Anti – discrimination Policy</p>
Statement of the information that needs to be available to members of the public who wish to obtain access to official documents from the public authority, which statement shall include particulars of the officer or officers to whom requests for such access should be sent	<p>FOI Officer</p> <p>Heritage Malta, Head Office, 35, Dawret Fr Giovanni Bichi, Kalkara. KKR 1280.</p> <p>foi.heritagemalta@gov.mt</p> <p>2295 4000</p>
Details of Internal Complaints Procedure	An applicant whose request for information is refused, or who is otherwise not satisfied with the information provided, its format or the extension of the deadline for the submission of the notification indicating whether a request would be met or not, may address a complaint to the Permanent Secretariat MHAL. Complaints may be

	<p>submitted from the FOI portal www.foi.gov.mt via E-ID or through the online form; or by email. The complaint should be addressed to the Public Authority's FOI Officer, who shall bring the complaint to the</p> <p>attention of the officer responsible. The officer responsible shall reply to the applicant within 10 working days from the receipt of the complaint. The applicant shall also be informed that he or she may appeal the decision or otherwise address a complaint to the Information and Data Protection Commissioner in accordance with the Freedom of Information Act (Cap. 496 of the Laws of Malta). The officer responsible shall inform the applicant of the decision taken with respect to his or her complaint, and in the event of confirmation of a decision not to release the pertinent information, shall explain the reasons thereof. Whenever the applicant's complaint is related to the format of the information provided or to an extension of the deadline for the submission of the notification indicating whether a request would be met or not by the Public Authority and the original decision is upheld, the applicant shall be given an explanation as to why his or her complaint cannot be positively addressed. An applicant may also make use of the Internal Complaints Procedure to report failure to meet deadlines or to send notifications. In those cases where the request for information can be met, but has not been met within the deadlines specified by the Act, the officer responsible shall waive any applicable fees for the submission of information.</p>
Other Information	<p>Office Working Hours: <8.00 am – 5.00 pm> Payments are to be made in cash or cheque at the business office of < Heritage Malta, Head office 35, Dawret Fr Giovanni Bichi, Kalkara. KKR 1280 Malta.</p> <p>.></p>
Public Authority Contact Details	<p>Heritage Malta, Head Office, 35, Dawret Fr Giovanni Bichi, Kalkara. KKR 1280 Malta.</p> <p>foi.heritagemalta@gov.mt</p> <p>2295 4000</p>

