

# PROCESS FOR RESPONDING TO ICANN'S DOCUMENTARY INFORMATION DISCLOSURE POLICY (DIDP) REQUESTS

(As amended 21 January 2023)

The following sets forth the process guidelines for responding to a DIDP request. All DIDP requests will be processed in accordance with these guidelines.

1. Upon receipt of a DIDP request submitted to [DIDP@icann.org](mailto:DIDP@icann.org), ICANN organization (ICANN org) will send an email notification to the requestor acknowledging receipt of the request within two business days. For requests of documentary information submitted by other means (for example, through an email to the ICANN Global Support Center, or a letter or email submitted directly to an ICANN org staff member, requests submitted as part of a reconsideration request, etc.), within two business days of receipt of the request by the DIDP team, ICANN org will send the requestor an email acknowledging receipt of the request indicating that the request will be processed under the DIDP process.
2. ICANN org will promptly evaluate the request. The evaluation process includes identifying the subject(s) of the request, whether the request is seeking disclosure of documentary information, what documentary information is being requested, the time period of the documentary information requested, the relevant subject matter experts and/or potential custodians who may be in possession of or have knowledge regarding information responsive to the request. ICANN org will also evaluate whether the responsive documents, or any portions thereof, are already published on ICANN's website or are already publicly available.
3. After the completion of step 2, ICANN org will conduct due diligence to determine what relevant documentary information exists within ICANN org's possession, custody, or control that may be responsive to the request. The due diligence might include interviews with relevant subject matter experts and custodians, as well as an electronic document search with key search terms.
4. Following the completion of step 3, ICANN org will review and evaluate documents collected for responsiveness to the request.
5. Following the completion of step 4, responsive documents will be reviewed for appropriateness of disclosure. This process includes assessing whether the document is already published on ICANN's website or is already publicly available. If the document is already publicly available, ICANN org will provide a link to the publication in its response to the request. If a document has not yet been published, ICANN org will evaluate the document to determine if it is subject to any of the Defined Conditions for Nondisclosure set forth in the DIDP. If a responsive document is deemed to be subject to one or more DIDP Defined Conditions for Nondisclosure, the document will further be evaluated to determine whether, under the particular circumstances, the public interest in

disclosing the documentary information outweighs the harm that may be caused by such disclosure. In the event that a Defined Condition for Nondisclosure is asserted to protect the interest of a third party, ICANN org will contact the third party to determine whether they would consent to the disclosure.

6. Following the completion of step 6, ICANN org will prepare a written response to the requestor. The response will identify any responsive documents that are already public published and cite to URLs for the published material. The response will also identify documentary information responsive to the request that is not already published and has been determined to be appropriate for disclosure. ICANN org will identify in the response where on icann.org these documents will be available. Where the publication of such documents is premature at the time the response is due, ICANN org will so indicate in its response to the DIDP Request and will later notify the Requestor upon publication. If any responsive documents, or portions of documents, are subject to any DIDP Defined Conditions for Nondisclosure, the response will identify the applicable Defined Conditions for Nondisclosure, the rationale underlying the decision, and information about applicable appeal processes. Where portions of documents are subject to any DIDP Defined Conditions for Nondisclosures, the portions will be redacted, and the remainder of the document will be made publicly available.
7. ICANN org will provide a response to the DIDP request within 30 calendar days from receipt of the request. In the event that ICANN org cannot complete its response within that 30-calendar-day time frame, ICANN org will inform the requestor by email as to when a response will be provided, which shall not be longer than an additional 30 calendar days, and explain the reasons necessary for the extension of time to respond.
8. The Response will be sent to the requestor by email. ICANN org will make best efforts to accommodate the Requester's reasonable preferences regarding the form in which they wish to receive the responsive documentary information (e.g., in pdf format or native format) to the extent that the document is available in the requested format or can be converted to the requested format relatively easily. The response and request will also be published on the DIDP Requests and Responses webpage at <https://www.icann.org/resources/pages/governance/transparency-en> in accordance with the posting guidelines set forth at <https://www.icann.org/resources/pages/didp-2023-01-24-en>.

## Archive

The following has been superseded by the Process for Responding to ICANN's DIDP Requests effective 21 January 2023:

- [Process for Responding to DIDP Requests \(29 October 2013\)](#)