



Dear Nada Bednarova,

**Gloucestershire Constabulary Freedom of Information request 2021.0248**

On the 12<sup>th</sup> March 2021 you sent an email constituting a request under the Freedom of Information Act asking the following:

I am making a Freedom of Information request to find out the answers to the below questions. Please provide your responses in electronic format. Thank you in advance for your time spent answering them.

Can I have your records pertaining to sales of personal data from 2019 (01.01.2019) to 2020 (31.12.2020), including trading partners and money earned from transactions?

Do you use tracking cookies on your website, and can I have a list of third parties that you share personal data with?

Have you received any complaints about how you handle personal data? This includes collecting, storing, sharing or selling, as well as wider processing practices. Please can I view records pertaining to these complaints for the years 2019 and 2020?

How many Subject access requests did you receive in the period 2019-2020, broken down by year? What types of personal data did they typically receive? For example email addresses, home address and telephone number?

How many data breaches have you experienced for the past 5 years (broken down by each year).

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary may hold some relevant information.

Unfortunately there is no central register for this information and no way to retrieve the information by way of electronic searches. The types of complaints referred to may be received by various departments within the organisation such as Professional Standards, Service Recovery, Information Disclosure and others. There may also be cases where a complaint is made in correspondence with an individual member of staff where it is then resolved without going through the formal complaints process. To provide a definitive response would require all officers and staff to search both personal and departmental records to establish if, and how many, complaints have been received. Even by narrowing this request down to the most likely department to potentially hold this information we have estimated that this part of the request would far exceed the permitted time constraints, therefore Section 12 of the Act is applicable. This section does not oblige a public authority to comply with a request for information if the authority estimated that the cost of complying with the request would exceed the appropriate limit of 18 hours, equating to £450.00

Please see below for suggestions on how you can refine your request to come within the cost constraints of section 12 of the Act.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1)– Fee Regulations states:

Section 1(1) of the Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Section 16 of the Freedom of Information Act, provides the opportunity to assist the applicant with any suggestions or variation that may allow a search to be undertaken within the cost constraints of Section 12 of the Act.

I confirm that the Constabulary could provide the following:

If you were to remove question 3 regarding complaints, we may be able to provide relevant information for the rest of the request.

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

Yours sincerely,

Miss N Cramb  
Disclosure Officer  
Gloucestershire Constabulary