



WEST YORKSHIRE POLICE

Information Management

Freedom Of Information

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Monday, 25 March 2013

Dear Ms Laws

FOI Reference No: Our ref: 20121/271621

Thank you for your request for information received by West Yorkshire Police on 16th October 2012

You requested the following information. Your request is in blue font and our response is in black font:

What is the policy with regard to the recording of phone calls made by members of the police force to members of the public, complainants, defendants, solicitors ?

No information held. West Yorkshire Police do not hold a policy relating to phone calls made by Police Officers and Staff to members of the Public.

Are all phone calls automatically recorded?

Not all phone calls are automatically recorded.

If so, for how long are copies of such recordings kept?

Call recordings are kept for six years, however, calls which relate to serious crimes such as murder and Rape are retained for as long as the recording is viable, which is approximately 10 years.

Is the calling officer obliged to inform the person being called, that the phone call is being recorded?

In line with the Data Protection Act there are obligations to ensure that consent has been given, why/how the recording can be used and the obligations in relation to the processing of the recording. Please find attached a link to the Fair Processing Notice <http://www.westyorkshire.police.uk/requestinginformation>.

Please also find a link to a website which provides some background information on the legality of call recording <http://www.itccallrecording.co.uk/legal-summary.htm>.

Please accept our apologies of the delay in dealing with your request.

COMPLAINT RIGHTS

If you are not satisfied with how this request has been handled or with the information provided, please read the advice notice attached to this letter. If you do wish to take up your right of complaint, please remember to quote the reference number above in any future correspondence.

Yours sincerely

Rebecca Addison
Freedom of Information

pp Sue Durham
Head of Information Management

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COMPLAINT RIGHTS

1. Are you unhappy with how your request has been handled or do you think the decision is incorrect?

You have the right to request that West Yorkshire Police review their decision. Prior to lodging a formal complaint you are welcome and encouraged to discuss the decision with the case officer that dealt with your request.

2. Ask to have the decision looked at again

The quickest and easiest way to have the decision looked at again is to telephone the case officer that is nominated at the end of your decision letter. That person will be able to discuss the decision, explain any issues and assist with any problems.

3. Complaint

If you are dissatisfied with the handling procedures or the decision of West Yorkshire Police made under the Freedom of Information Act 2000 regarding access to information, you can lodge a written complaint to have the decision internally reviewed.

A West Yorkshire Police internal review of your decision will be carried out by a senior member of staff, who is fully trained in interpreting Freedom of Information legislation, yet is independent with regards to the original decision made, i.e. has never previously been involved with your request.

Complaints will only be treated as valid if they are received by West Yorkshire Police within a 60 day timeframe from the date of the decision letter. They must include the original FOI Reference Number and can only be submitted in writing by using the following contact details:

foi@westyorkshire.pnn.police.uk

or

West Yorkshire Police
FOI Internal Reviews
PO Box 9
Laburnum Road
Wakefield
WF1 3QP

In all possible circumstances West Yorkshire Police will aim to complete and respond to your internal review within 20 working days; however this date may be extendable in exceptional circumstances by another 20 working days.

4. The Information Commissioner

If you are still dissatisfied with the internal review decision made by West Yorkshire Police, you may then make an application to the Information Commissioner for a decision on whether the request for information has been dealt with in accordance with the requirements of the Act.

For information on how to make application to the Information Commissioner please visit their website at www.ico.gov.uk

Alternatively, you can phone their helpline or write to them at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
FOI Help Line: 0303 1231113