



Freedom of Information Request Reference N^o: FOI 001627-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 8 May 2018 in which you sought access to the following information:

1. *“Does your force use any type of data or services provided by Experian?
If so, can you please provide details of:*
 - a. *The type of data or service acquired.*
 - b. *The dates that these data and/or services were acquired and were in use.*
 - c. *The amount of money spent on these products.*
 - d. *Any instances where these products were used for predictive modelling.*
2. *Has your force purchased any data or services from other companies engaged in market research/consumer behaviour data aggregation and/or analysis?*

If yes, please provide company names and details of:

 - a. *The type of data or service acquired.*
 - b. *The dates that these products were acquired and were in use.*
 - c. *The amount of money spent on these products.*

Response to your Request

The response provided below is correct as of 9 May 2018

Norfolk and Suffolk Constabularies have considered your request for information and our response is below.

1. Suffolk and Norfolk Constabularies no longer have a contract with Experian, which has now expired. A copy of the expired contract can be found on the Blue Light Procurement Database: www.blpd.gov.uk

2. The Constabularies have purchased the following services concerning market research, consumer behaviour data aggregation and analysis:

Financial and Personal Data Services – CallCredit Public Sector Ltd
Companies Checks – Creditsafe
User Satisfaction Surveys – SMSR Ltd

Section 17 of the Freedom of Information Act 2000 requires that Norfolk and Suffolk Constabularies, when refusing to provide such information (because the information is exempt) are to provide you the applicant with a notice in which:

- (a) States that fact
- (b) Specifies the exemption(s) in question and
- (c) States (if that would not otherwise be apparent) why the exemption(s) applies.

The information is exempt from disclosure by virtue of the following exemption(s);

Section 21(1) - Information reasonably accessible by other means

Information concerning the above contracts is available on the Blue Light Procurement Database. www.blpd.gov.uk

Should you have any further queries concerning this request, please contact Clair Pack, FOI Decision Maker, quoting the reference number shown above.

A full copy of the Freedom of Information Act (2000) can be viewed on the 'Office of Public Sector Information' web-site;
<http://www.opsi.gov.uk/>

Norfolk and Suffolk Constabularies are not responsible for the content, or the reliability, of the website referenced. The Constabulary cannot guarantee that this link will work all of the time, and we have no control over the availability of the linked pages.

Your Right to Request a Review of Decisions Made Under the Terms of the
Freedom of Information Act (2000).

If you are unhappy with how your request has been handled, or if you think the decision is incorrect, you have the right to ask the Norfolk and Suffolk Constabulary to review their decision.

Ask Norfolk and Suffolk Constabularies to look at the decision again.

If you are dissatisfied with the decision made by Norfolk and Suffolk Constabularies under the Freedom of Information Act (2000), regarding access to information, you must notify the Norfolk and Suffolk Constabulary that you are requesting a review within 20 days of the date of its response to your Freedom of Information request. Requests for a review should be made in writing and addressed to:

*Freedom of Information Decision Maker
Information Management Department
Suffolk Constabulary
Police Headquarters
Martlesham Heath
Ipswich
Suffolk
IP5 3QS
OR
Email: information@suffolk.pnn.police.uk*

In all possible circumstances Norfolk and Suffolk Constabulary will aim to respond to your request for us to look at our decision again within 20 working days of receipt of your request for an internal review.

The Information Commissioner.

After lodging a request for a review with Norfolk and Suffolk Constabulary, if you are still dissatisfied with the decision, you can apply 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.org.uk or contact them at the address shown below:

The Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Telephone: 01625 545 700