



## Freedom of Information Request Reference N<sup>o</sup>: FOI 002060-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 13 June 2018 in which you sought access to the following information:

1. *"Is your force currently testing voice recognition technology for policing purposes? If yes, please provide detail of:*
  - a) *The purposes for which your force is currently testing voice recognition technology.*
  - b) *The sources from which your force is extracting voice biometrics.*
  - c) *The vendor from which the voice recognition technology was purchased.*
  - d) *The retention time of voice-prints and whether individuals have been informed that their voices are being stored.*
  - e) *Any plans by your force to introduce biometric voice identification as a standard procedure within the next 12 months?*
2. *If your force is currently not testing voice recognition, are there any plans to test the technology within the next 12 months?*
3. *If your force is planning to test voice recognition within the next 12 months, please provide detail of:*
  - a) *The purposes for which your force is planning to test voice recognition technology.*
  - b) *The sources from which your force will extract voice biometrics.*
  - c) *The vendors you are planning to purchase voice recognition technology from."*

## Response to your Request

The response provided below is correct as of 13 June 2018

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

Suffolk and Norfolk Constabularies are neither using nor considering the use of voice recognition technology and therefore holds no information in relation to your request.

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](mailto: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](http://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