



## Freedom of Information Request Reference N<sup>o</sup>: FOI 000398-18

I write in connection with your request for information received by Norfolk and Suffolk Constabularies on the 26 January 2018 in which you sought access to the following information:

1. *“Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?”*
2. *Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?*
3. *Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?*
4. *Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?*
5. *Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?*
6. *Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?*
7. *Is there an official policy for the use of organisational Facebook or Twitter Accounts (ie how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?”*

## Response to your Request

The response provided below is correct as of 26 January 2018

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

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

1. Suffolk and Norfolk Constabularies do have a Facebook page, both of which were set up in 2009.

The urls are as follows:

Norfolk – <http://www.facebook.com/norfolkpolice>  
Suffolk – <http://www.facebook.com/suffolkpolice>

2. The Constabularies do spend money on Facebook, the joint figures are as follows:

2016 - £49.87  
2017 - £752.96

3. Suffolk and Norfolk Constabularies do have a Twitter account, both of which were set up in 2009.

The relevant urls are as follows:

Norfolk – <https://twitter.com/NorfolkPolice>  
Suffolk – <https://twitter.com/SuffolkPolice>

4. No money has been spent in relation to Twitter.
5. The Constabularies do have a Google account, which includes the use of a Gmail account, analytics and Google+. There are no charges for this service.
6. The Constabularies have spent money on Google, the joint figure for which is as follows:

2017 - £1,532.62

7. The Constabularies Digital and Social Media policy is attached for your reference.

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