



## Freedom of Information Request Reference N°: FOI 002607-19

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 18 July 2019 which you sought access to the following information:

1. *“Do you have a backlog of Subject Access Requests, i.e. Subject Access Requests that have been received but have not been completed within the statutory time limit of one month.*
2. *If the answer to question 1 above is yes, how many Subject Access Requests do you have that are over the statutory time limit of one month.*
3. *Out of the figure provided in response to question 2 above can you provide details of how many of the overdue Subject Access Requests are:*
  - (i) Up to one month overdue*
  - (ii) Over one month overdue”*

## Response to your Request

The response provided below is correct as of 22 March 2019

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

Suffolk Constabulary does have Subject access requests that have not been completed within the statutory time frame.

Norfolk Constabulary does not have a backlog

Please note that in some circumstances, the one-month statutory deadline can be extended up to a further two months. These are not considered late subject access requests as the statutory deadline has been extended.

Three Suffolk SARs are being serviced beyond the statutory deadline, all of which are up to one month overdue.

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 40 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