



**SUFFOLK
CONSTABULARY**
Taking pride in keeping Suffolk safe

Freedom of Information Request Reference N°: FOI 003180-19

I write in connection with your request for information received by Suffolk Constabulary on the 4 September 2019 in which you sought access to the following information:

1. *"Please provide a brief summary of all commercial agreements concluded between your force and Ring Inc, the home security and smart home company owned by Amazon, in the last two years, including the value of the contract, date entered into and basic terms thereof.*
2. *Please confirm whether your police force has agreed to promote the Ring camera on social media or through press statements as part of any such partnership agreement.*
3. *Please disclose how many Ring cameras have been provided to your force by Ring Inc, either freely or at a discounted price in the last two years.*
4. *Please disclose if your force receives / has received any benefit from Ring Inc (e.g. credits towards buying cameras at discounted rates) and whether any such benefits are linked to any targets (e.g. if a certain number of residents within your force's jurisdiction download the Ring app or buy a Ring camera).*
5. *Please outline any other services offered by Ring Inc to your force. For instance, has Ring offered your force access to Ring's "law enforcement neighbourhood portal"?*
6. *Please provide me with a list of all meetings undertaken between representatives of your force and representatives of Ring Inc over the last two years, including dates and locations where available.*
7. *Please disclose any emails sent between representatives of your force and Ring Inc, in the last two years. Feel free to redact names where appropriate."*

Response to your Request

The response provided below is correct as of 16 September 2019

Suffolk Constabulary has considered your request for information and the response is below.

Suffolk Constabulary is unable to confirm the total amount of correspondence received from and sent to 'Ring' from 2017 to date.



A number of Suffolk Constabulary employees have had numerous correspondence with Ring delegates over the preceding two years. An initial assessment of three employees' emails has identified in excess of 550 emails sent to and from Ring representatives during the relevant time period.

There are several other employees who will have also sent emails during this time frame, notably corporate communications, legal representatives and personal assistants. There may also be additional correspondence received in via other direct routes for example, into the County Policing Command or Procurement Teams etc, we do not have knowledge of all Constabulary personnel who would possible hold data relevant to this request and we would therefore be required to review all mailboxes to ensure a complete response. The Constabulary considers that there will be in excess of 1000 emails to review in total, all of which will need to be reviewed to remove those that do not fit the request criteria.

Considering an average search of 2 minutes for each email to be reviewed and to examine all other relevant mailboxes and correspondence, it is considered it would take in excess of 18 hours to extract all relevant information.

Even if it were possible to extract the data within the cost limitations, the Constabulary considers the redaction time required to review all of the emails, would amount to around 25 hours of work and attract the Section 14 vexatious exemption.

In relation to your request for information and in accordance with Section 17 of the Freedom of Information Act 2000 (FOIA), this response serves as a formal notification of refusal for your request. Suffolk Constabulary does not hold, for the purposes of FOIA, the information you require in a retrievable format.

It is estimated that to attempt to retrieve all of the information you require would take a considerable amount of retrieval time, which would exceed 18 hours. This would exceed the appropriate limit for dealing with Freedom of Information requests, in terms of costs and therefore Section 12(1) of the Freedom of Information Act 2000 applies.

Section 12(1) of the Freedom of Information Act 2000 states that a Public Authority is not obliged to: *"...comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit."* The Freedom of Information (Appropriate Limit and Fees) Regulations, defines the 'appropriate limit' for the Suffolk Constabulary as £450 and specifies that this sum equates to 18 hours work at a standard rate of £25 per hour.

In accordance with Section 17(5) of the Freedom of Information Act 2000, this letter serves as a refusal notice for this part of your request.



By requesting *all* information your request is too broad to be complied with within the £450 limit imposed on Freedom of Information requests.

Although excess cost removes the Force's obligations under the Freedom of Information Act, as a gesture of goodwill, I have supplied information, relative to your request, retrieved or available before it was realised that the fees limit would be exceeded. I trust this is helpful, but it does not affect our legal right to rely on the fees regulations for the remainder of your request.

Suffolk Constabulary has been the recipients of 1,000 free devices, which have been given to repeat victims of crime, those at risk of being a victim of crime and domestic violence victims. The Constabulary is unaware of the number of people who have used the discount code when purchasing a device.

Press releases have been released that focus on the generic use of such technology as a community safety and crime prevention tool. Where appropriate, we have acknowledged the support of Ring in facilitating the free devices for repeat victims of crime, those at risk of being a victim and domestic abuse victims.

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/>

Suffolk Constabulary is 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.



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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 Suffolk Constabulary to review their decision.

Ask Suffolk Constabulary to look at the decision again.

If you are dissatisfied with the decision made by Suffolk Constabulary under the Freedom of Information Act (2000), regarding access to information, you must notify Suffolk Constabulary that you are requesting a review within 40 working 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 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 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