



Freedom of Information Request Reference N°: FOI 002956-20

I write in connection with your request for information received by Suffolk and Norfolk Constabularies on 1 September 2020 which you sought access to the following information:

“Total number of spam/malicious emails blocked by your organisation over the last 8 months January 2020 – August 2020.

Please break the data down per month.

Please could you also provide a category for the malicious emails e.g. 2,300 phishing emails, 5,000 spam/junk emails, 3,400 anti-virus blocks, 2,000 malware.”

Response to your Request

The response provided below is correct as of 21 September 2020

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

The Constabularies mail filter will identify relevant emails however, in some instances this information is only retained for 15 – 30 days. Information held prior to this time is therefore no longer available.

The Constabularies Information Security Unit has recently (since April 2020) been recording suspect SPAM and phishing emails as a combined figure. This information only includes ‘suspect’ SPAM and phishing emails as the email filter will automatically remove those that are known to us as SPAM or phishing emails, and these are not then available to us.

The Constabularies can therefore confirm that from 1 April – 17 September 2020, a total of 72,664 suspected SPAM and phishing emails were received.

In order to extract a more detailed analysis of this data under the specific categories requested, and also to provide the data separated by each Constabulary, as opposed to a combined sum, would require further interrogation of the information still available to us. This would be a huge task and one that would take well in excess of the 18 hours per Constabulary.

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. The Constabularies do not hold, for the purposes of FOIA, all of 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, exceeding 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 Constabularies as £450 and specifies that this sum equates to 18 hours work per force at a standard rate of £25 per hour. This equates to 36 hours of work, or £900, for joint responses.

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 limit imposed on Freedom of Information requests.

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 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 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