



WILTSHIRE POLICE

Force Disclosure Unit

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date: 15th February 2023

Ref: FOI 2023/205

Dear,

I write in connection with your request for information dated 10th February 2023 concerning telephony and storage.

I am required by the Freedom of Information Act 2000 to handle all requests in a manner that is blind as to the identity and motives of the requestor. Any information released as a response to a request is regarded as being published and therefore in the public domain without caveat.

Following receipt of your request, searches were conducted with the ICT department of Wiltshire Police.

Your request for information has now been considered and it is not possible to meet your requirements in full.

You wrote & our response:

1. Telephony and UC/ Collaboration

- a. Please confirm the manufacturer of your telephony system(s) that are currently in place – [Avaya and Microsoft](#).
- b. When is your contract renewal date? – [Avaya – December 2025](#).
- c. Who maintains your telephony system(s)? – [BT and Microsoft](#).
- d. Do you use Unified Communications or Collaboration tools, if so which ones? – [Yes – Avaya Multimedia including email and webchat – Microsoft – Teams](#).

2. Microsoft

- a. What Microsoft 365 licence do you have across the business e.g. E3, E5 – [E5](#).
- b. Which partner looks after your Microsoft tenant? – [Phoenix Software Limited](#).
- c. Where do you host your applications? Do you have on-premise infrastructure or do you host your applications in public or private cloud? Which? – [We have a hybrid estate of On-Prem and Private Cloud](#).

3. Storage

- a. Does your organisation use on-premise or cloud storage or both? – [On Premise](#).

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- b. Please confirm the on-premise hardware manufacturer – This question is exempt by virtue of Section 31(1)(a)(b). Please see below for the harm test and public interest test.
- c. Please confirm your cloud storage provider – N/A.
- d. What is your annual spend on cloud storage? – N/A.
- e. How do you back up your data and with who e.g. Backup as a Service – As per question 3(b) above, this question is exempt by virtue of Section 31(1)(a)(b). However, as a gesture of goodwill, you may find the following information useful: we follow industry best practise regarding backup schedules and locations.

With regards to question 3(b) and 3(e) above, Section 31 is a prejudice-based qualified exemption and therefore, it requires a public interest test to be conducted establishing the harm, which can be found below:

Public Interest Test – Section 31(1)(a)(b):

Overall Harm

To disclose this information would undermine the core principles of policing which are to prevent and detect crime. If information which is connected to our infrastructure were to be released into the public domain, substantial harm would be caused as this could lead to exploitation of potential vulnerabilities.

Factors favouring disclosure

It is in the public's interest that Wiltshire Police maintain a computer system in order to ensure the protection of its information. Disclosing the hardware manufacturer used and how we back up our data and with who, will ensure that the force is being open and transparent, and can be held accountable for our decisions. The disclosure of this information may also provide the public with an insight into the financial resources of the Police force and how this is being utilised, prompting discussion around the funding of public services.

Factors favouring non-disclosure

Identifying the specific hardware manufacturer and how we back up our data and with who, has the potential to undermine law enforcement as this could lead to exploitation of potential vulnerabilities within our infrastructure. The release of this information could be used to the advantage of cyber-criminals intent on carrying out cyber-crime on Police systems, as this would be providing them with information that could aid them in their criminal activities and this would undoubtedly have a detrimental effect on the Forces ability to function effectively.

Wiltshire Police have a responsibility to instill public confidence so that people can enjoy a general sense of safety and security. Should law enforcement systems be undermined, members of the public and Police Officers and Staff may be at greater risk of harm if criminals are armed with valuable information which may assist them in accessing Police networks and obtaining large amounts of sensitive information.

Balance Test

The Police service will not divulge any information that will result in the safety of an individual, Staff or Officer, or lead to the key law enforcement principles being undermined.

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The public interest test is centered on whether information should be released so that any person can view it.

Whilst it is in the public interest for a force to be transparent, I do not believe this, coupled with the need for accountability – outweighs the necessity for our systems to be protected. If our systems were to be compromised, this would undermine Wiltshire Police's ability to prevent and detect crime, putting the public at large at risk.

As a result, the balance of public interest lies in favour of withholding the information.

Section 17 of the Freedom of Information Act 2000 requires the Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states that fact, (b) specifies the exemption in question and (c) states (if that would not otherwise be apparent) why the exemption applies. In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice for those aspects of your request.

Exemptions applied:

Section 31(1)(a)(b) – Law Enforcement

I am satisfied that all the relevant information has been passed to me and been considered in the light of your request within the time constraints applicable under the legislation.

Wiltshire Police would like to thank you for the interest that you have shown in the Force.

Yours sincerely,

Force Disclosure Decision Maker

Wiltshire Police offers a re-examination of your case under its review procedure.



Force Disclosure Unit

Wiltshire Police HQ, London Road, Devizes, Wiltshire SN10 2DN
Telephone 101

Freedom of Information Request Appeals Procedure

1. Who Can Ask for a Review

Any person who has requested information from Wiltshire Police, which has been dealt with under the Freedom of Information Act, is entitled to complain and request an internal review, if they are dissatisfied with the response they received.

2. How to Request a Review

Requests for review of a Freedom of Information request must be made in writing to the:

Force Disclosure Unit
Wiltshire Police Headquarters,
London Road, Devizes,
Wiltshire,
SN10 2DN

Email at disclosure@wiltshire.police.uk.

The reference number, date of the request and details of why the review is being requested must be included. Requests for review should be brought to the attention of the Force Disclosure Unit within 20 working days of the Force's response to the original FOI request.

3. Review Procedure

Receipt of a request for review will be acknowledged in writing to include confirmation of the reasons for the review. The review will be conducted by another Decision Maker, who is independent from the original Decision Maker. The Force Disclosure Unit will set a target date for a response. The response will be made as soon as is practicable with the intention to complete the review within twenty working days. In more complex cases the review may take up to 40 working days.

The Independent Decision Maker will conduct a review of the handling of the request for information and of decisions taken, including decisions taken about where the public interest lies in respect of exempt information where applicable. The review enables a re-evaluation of the case, taking into account the matters raised by the complaint.

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4. Conclusion of the Appeal

On completion of the review the Independent Decision Maker will reply to the complainant with the result of the review. If the complainant is still dissatisfied following the review, they should contact the Information Commissioner to make an appeal. The Information Commissioner can be contacted via the following details:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF
Tel: 01625 545 700
Fax: 01625 524 510
Email: mail@ico.gsi.gov.uk