

WILTSHIRE POLICE



XXXXXXXXX
By email

**Force Disclosure Unit
Police Headquarters**
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 21st September 2025

Our Ref FOI 2025-877

Dear XXXXX,

I write in connection with your request for information dated 9th September 2025, concerning use of mobile phone extraction. Please accept my apologies for the delay in responding to your request.

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, research was conducted by South West Forensics for Wiltshire Police.

Your request for information has now been considered and I am able to respond as follows.

You wrote and our response:

Under the Freedom of Information Act 2000, I am writing to ask that you provide me with the following information on your use of mobile phone data extraction:

1. Does your police force currently carry out mobile phone data extraction in low level crime cases using self-service / downloading kiosks? Please provide your definition of low-level crime.

Yes, in all crime.

Please note, there is not a requirement for a Public Authority to create data to furnish a request for information, where this data is not already held (definition).

2. Does your police force currently carry out mobile phone data extraction in serious crimes using self-service / downloading kiosks?

Yes, as above.

3. If your police force is not currently using mobile phone extraction kiosks, have you trialled this in the past/do you have plans to in the future?

N/A

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4. Does your police force currently use Hubs to carry out mobile phone data extraction in (a) low-level crimes? (b) serious crimes?

Yes.

5. Do you centrally record mobile phone data extracted from kiosks?

No.

6. If you have a mobile phone extraction kiosk, please provide the name of the company(ies) which currently provide(s) the hardware / software / to whom you pay a license for the relevant tools. If contracts for these tools exist, please also provide the beginning and end dates of these.

Whilst we can confirm these Kiosks are used, specifics of this are exempt by virtue of Section 31 - Law Enforcement.

Sections 31 is a prejudice-based, qualified exemption and therefore requires Wiltshire Police to establish the harm in disclosure, and the public interest for and against disclosure. Please see below.

7. Does your police force use analytics software to process, analyse or evaluate data extracted from mobile phones? If so, please provide the name of the software or provider.

This information is exempt by virtue of Section 24 - National Security and Section 31 - Law Enforcement.

Sections 24 and 31 are both prejudice-based, qualified exemptions and therefore require Wiltshire Police to establish the harm in disclosure, and the public interest for and against disclosure. Please see below.

8. How many officers currently carry mobile phone examination kits on patrol and/or in vehicles and/or for other operational use in (a) low level crimes? (b) serious crimes?

Zero - the kiosks are static.

9. Please confirm whether or not a review has been conducted into the use of self-service kiosks.

Yes - continually reviewed.

10. Please provide copies of the current relevant force level and/or national level guidance for the use of downloading kiosks.

11. Please provide copies of the current relevant force level and/or national level policy for the use of downloading kiosks.

Please use the following link to access the College of Policing website which has further information on this matter - [Extraction of material from digital devices | College of Policing](#).

Section 24 & Section 31

Overall Harm

Any disclosure under FOI is a release to the public at large. Whilst not questioning the motives of the applicant, disclosure of a particular policing tool of this type is used by Wiltshire Police as part of an investigative process would reveal operational tactics linked to policing, compromise police

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investigations and/or adversely affect the ability of Wiltshire Police and others to safeguard national security.

It is well established that police forces utilise Digital Forensic techniques in order to counteract criminal behaviour, detect crime, and assist in the apprehension and prosecution of offenders. Modern day policing is intelligence led and law enforcement depends upon the development of intelligence and the gathering and security of evidence in order to disrupt criminal behaviour and bring offenders to justice. As criminals adapt and exploit new technology, the police need to respond by overcoming hi-tech barriers in order to meet their responsibilities. In this case the information relates to a service provider and by extension their products for the extraction of data from devices to their Kiosks.

By disclosing if Wiltshire Police use named software to process, analyse or evaluate data extracted from mobile phones such as requested within this request, it would undermine the process of preventing or detecting crime and the apprehension and prosecution of offenders. When considered on a Force by Force basis, a malign individual could identify those most critical to the Law-and-Order sector and specifically target those providing the most assistance. This would have a huge impact on the effective delivery of operational law enforcement as it would leave companies open to further cyberattacks which could have devastating consequences for law enforcement.

Equally, given the sensitive areas in which tools of this type may be used, such as counter-terror investigations, to disclose if any particular tools are used would allow criminals and other adversaries to focus on evaluating the particular capabilities of its use. With this knowledge it would allow criminals and other adversaries to take steps to counteract a specific tool – be it adjusting how they interact and present themselves to take advantage of any weaknesses or gaps in capability they identify. For example, at a simple level, if a policing tool doesn't search 'X' social media site or was unable to identify 'Y' format of images and criminals can establish this, they will exploit this position. Wiltshire Police's more sophisticated adversaries may be able to go further and take more proactive measures to undermine the tool and/or its provider, and a specific confirmation allows efforts to be focused accordingly.

This detrimental effect is increased if the request is made to several different law enforcement bodies such as this request has. In addition to the local criminal fraternity now being better informed, those intent on organised crime throughout the UK will be able to 'map' where the use of certain tools are or are not used. This can be useful information to those committing crimes. It would have the likelihood of identifying location-specific operations which would ultimately compromise police tactics, operations and future prosecutions as criminals could counteract the measures used against them.

Any information identifying the focus of policing activity could be used to the advantage of terrorists or criminal organisations. Information that undermines the operational integrity of these activities will adversely affect public safety and have a negative impact on both National Security and Law Enforcement.

Public Interest Test

Section 24 - National Security

Factors favouring disclosure

Disclosing would provide the public with information about technologies and Wiltshire Police capabilities. This would reinforce the wider commitment to openness and transparency with the general public and facilitate public debate. Furthermore, owing to the inherent link between transparency and public confidence, Disclosing the software name and how it works would be likely to improve the general public's confidence in Wiltshire Police. Over time, an increase in public confidence would be likely to improve public engagement with the police. This would, in

turn, lead to an improvement in our ability to both prevent and detect crime, and apprehend and prosecute offenders.

Factors favouring non-disclosure

Security measures are put in place to protect the community that we serve. To disclose the software name and its uses would be useful intelligence to terrorists and individuals intent on carrying out criminal activity. The public entrust the Police Service to make appropriate decisions with regard to their safety and protection and the only way of reducing risk is to be cautious with what is placed into the public domain.

The cumulative effect of those with ill-intent gathering information about force capabilities, would have greater impact when linked to other information gathered from various sources. The more information that is disclosed over time will provide a detailed account of the tactical infrastructure, not only at force level but across the country as a whole. Any incident that results from confirming that any information is held would by default affect National Security.

Section 31 - Law Enforcement

Factors favouring disclosure

The public have a genuine interest in what the police do and how they do it. Their interest is legitimate and to be encouraged within a democratic society where policing is by consent.

Public accountability for the use of resources and taxpayers' money, and a willingness to be transparent and open are desirable characteristics in all public authorities.

The interest on which software packages are being used and how is therefore to be expected, especially when there is some concern as to whether such expenditure is appropriate and justified.

Factors favouring non-disclosure

To disclose the particular software used and how it is used by policing would compromise the forces' ability to protect the public. Disclosing Wiltshire Police capabilities would provide persons intent on disrupting their work, with information that would assist them to do so. In this case, for the reasons outlined in the evidenced harm, the effectiveness of current and future strategies when carrying out investigations and gathering evidence may be compromised. The safety of the public is of paramount importance to policing purposes, and any increase in crime would place the public at risk of harm. When the current or future law enforcement role of the force may be compromised by the release of information, the effectiveness of the force will be reduced.

The personal safety of individuals is of paramount importance to the Police Service and must be considered in response of every release. A disclosure under Freedom of Information is a release to the world and, in this case, disclosing tactical information relating to the extraction of data from mobile devices, would undermine the evidence gathering process of any investigative inquiry relating to offences, some of which may be serious cases such as murder or rape.

Balance Test

The points above highlight the merits of disclosure and also non -disclosure. Having considered the reasons why Wiltshire Police should opt to not disclose the software name and its uses, although openness and transparency is at the forefront when considering the public interest, in this case disclosing the software used and how it is analysed, evaluated and used by the police for investigative purposes would not be in the public interest.

Whilst there is a public interest in appropriately and effectively engaging with the threat from criminals, there is a very strong public interest in safeguarding National Security. As much as there

is a public interest in knowing that policing activity is appropriate and balanced in matters of National Security, this will only be overridden in exceptional circumstances.

The public entrust the Police Service to make appropriate decisions with regard to their safety and protection and the only way of reducing risk is to be cautious with any information that is released. Disclosing the software would reveal specific policing activity in the digital sphere of investigations and would assist those intent on causing harm. Any incident that results from disclosure would, as a result, affect National Security.

I have found that disclosing the software used would directly harm the ability of Wiltshire Police to investigate crime. This could also reveal police capabilities, compromise police investigations and/or otherwise, adversely affect the ability of Wiltshire Police to safeguard national security. I have attached considerable weight to these interests as the primary role of the Police Service is to both prevent and detect crime and apprehend those responsible for committing criminal offences.

Therefore, at this moment in time, there is no public interest in disclosing information that would increase the risk to public safety and harm policing capabilities.

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 24(1) - National Security

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,

FDU 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



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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 Fol 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.

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

Please note that the ICO's offices will be closed for the foreseeable future and are therefore unable to receive correspondence via post.

If you should wish to contact them, please visit <https://ico.org.uk/global/contact-us/>

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