WILTSHIRE POLICE

Via Email

Police Headquarters
London Road
DEVIZES
Wiltshire
SN10 2DN

Date 16/11/2026 **Our ref FOI 2026/1049**

Reply contact name is: XXXX

Dear XXXX

I write in connection with your request for information, dated 04/11/2026, concerning data breaches.

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 data protection officer of Wiltshire Police.

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

Section 1 of the Freedom of Information Act 2000 (FOIA) places two duties on public authorities. Unless exemptions apply, the first duty at s1(1)(a) is to confirm or deny whether the information specified in a request is held. The second duty at s1(1)(b) is to disclose information that has been confirmed as being held.

Whilst I can confirm Wiltshire Police do hold the requested information, section 12(1) of the FOIA states:-

Section 1(1) does not oblige a public authority 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 type of information you require is not stored in a way which allows for easy retrieval. Unfortunately, our data breach records are not categorised as "unauthorised or accidental disclosure of personal data" related data breach incidents. A brief description of circumstances is logged to the register, however

this is a free text box to provide a brief summary of incident and it is not a categorised drop down/field type.

To establish how many of the 418 breaches over the reporting period requested are categorised as "unauthorised or accidental disclosure of personal data" related data breach incidents, this would involve manually checking each individual record to gather an understanding of the incident and whether it was a "unauthorised or accidental disclosure of personal data" related data breach. As it would take approximately 30 minutes per breach record to extract this information, which would exceed the statutory timeframe.

Under the circumstances I am absolutely confident that to locate, retrieve and extract the information you seek would by far exceed the time obligations upon this authority to comply, and in so doing would exceed the fees limits. This is set at £450 calculated at a flat rate of £25 per hour for those work activities comprising of confirming the information is held, locating it, retrieving it and extracting it. Therefore the whole of the request falls under the exemption of section 12 of the Freedom of Information Act 2000.

Please note:

If one part of the request engages a Section 12 response, the whole request will engage a Section 12 response. The reason being is due to the fact that locating, retrieving and extracting any further information would only add to the already exceeded time obligations.

Forces may use different recording systems; therefore it may be possible some Forces can provide this information where others cannot.

Ordinarily under our Section 16 obligation to provide advice and assistance we would advise you of a way to refine your request to a more manageable level. Due to the difficulties in obtaining the requested information, as outlined above, I cannot think of a way in which this could be achieved. In respect of other questions within your request, I cannot think of a way in which you would be able to refine these questions, as they may incite further exemptions dependent on what information we may or may not hold.

However, I am able to provide you some information as a gesture of goodwill:

You wrote with Our response:

1. The total number of personal data breaches or information security incidents recorded on the register, for each year of the reporting period.
01/01/2023 to 31/12/2023 - 101
01/01/2024 to 31/12/2024 - 115
01/01/2025 to 31/12/2025 - 116
01/01/2026 to 30/09/2026 - 86

2. Of those, the number reported to the Information Commissioner's Office, for each year.
01/01/2023 to 31/12/2023 - 10
01/01/2024 to 31/12/2024 - 13
01/01/2025 to 31/12/2025 - 21

3. Of those at Question 1, the number recorded as an unauthorised or accidental disclosure of personal data (for example, disclosed to the wrong recipient or sent in error), for each year. Please use whatever incident category or type field the register already holds.

Unfortunately, our data breach records are not categorised as "unauthorised or accidental disclosure of personal data" related data breach incidents. A brief description of circumstances is logged to the register, however this is a free text box to provide a brief summary of incident and it is not a categorised drop down/field type.

To establish how many of the 418 breaches over the reporting period requested are categorised as "unauthorised or accidental disclosure of personal data" related data breach incidents, this would involve manually checking each individual record to gather an understanding of the incident and whether it was a "unauthorised or accidental disclosure of personal data" related data breach. As it would take approximately 30 minutes per breach record to extract this information, which would exceed the statutory timeframe.

4. Of those at Question 3, the number in which the personal details of a complainant, victim or witness were disclosed in error to a suspect, defendant or their legal representative, for each year. This includes contact details, an address, or unredacted statements or case papers.

We do not specify on the register the data subject(s) affected nor categorise between complainant, victim, witness, suspect, defendant or their legal representative. As above, to establish this figure would involve manually checking each individual record to gather an understanding of the incident, which would exceed the statutory timeframe.

5. Of those at Question 4, the number which relate to a domestic abuse victim's case.

As above.

If Question 4 cannot be answered from existing fields or categories without reviewing each record by hand, please answer Questions 1 to 3 instead. In that case, please also provide a list of the incident categories or types the register uses.

As above, the register includes a brief description of circumstances which is logged to the register, however this is a free text box to provide a brief summary of incident and it is not a categorised drop down/field type.

Section 17 of the Freedom of Information Act 2000 requires Wiltshire Police, 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.

Exemption applied:

Section 12: Exemption where cost of compliance exceeds appropriate limit

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

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.

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 you contact them, please visit https://ico.org.uk/global/contact-us/