



Your reference: n/a

Our reference: FOI_24_0353

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 18/04/2024

Dear

Gloucestershire Constabulary Freedom of Information request FOI_24_0353

On 28/03/2024 you sent an email constituting a request under the Freedom of Information Act asking the following:

- 1) Do you use a tool for live chat/ web chat?
- 2) If so, which supplier do you use for this tool?
- 3) How much do you spend annually on a live chat/ web chat tool?
- 4) Which month & year does your contract with your supplier end?
- 5) Who is the budget holder for this contract?

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary holds no relevant information.

- 1) No
- 2) N/A
- 3) N/A
- 4) N/A
- 5) N/A

If you are not satisfied with this response or any actions taken in dealing with your request, you have the right to ask that we review your case under our internal procedure. Please note that a request for an internal review must be made within 20 working days of the response to your original request.

If you decide to request that such a review is undertaken and following this process you are still unsatisfied, you then have the right to direct your complaint to the Information Commissioner for consideration.

The Information Commissioner can be contacted via the following means:

Website - <https://ico.org.uk/>

Call their helpline - 0303 123 1113

Email - casework@ico.org.uk

Post –

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Yours sincerely,

Disclosure Officer
Gloucestershire Constabulary