



Your reference:

Our reference: FOI_25_0546

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 18/06/2025

Dear

Gloucestershire Constabulary Freedom of Information request FOI_25_0546

On 28/05/2025 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. The number of data breach incidents the force has had in the last three years (Broken down by financial years 2022/23, 2023/24 and 2024/25)

1a) Of those, how many were cyber incidents? (Broken down by years as above)

1b) Can these be broken down by year and by incident type? E.g. instances where data was emailed to the incorrect recipient or cases of loss/theft of devices containing personal data etc.? (Broken down by years as above)

2. How many compensation claims have been brought against the force for data breaches in the last three years (Broken down by financial years 2022/23, 2023/24 and 2024/25)

2a) Of those, how many were settled with compensation and how many were refused?

2b) How much has the force paid out in compensation for data breach claims in the last three years? (Broken down by years as above)

Under the Freedom of Information Act 2000 s1, I can confirm that Gloucestershire Constabulary may hold some relevant information.

We are unable to differentiate between data breaches and security incidents on our systems, therefore to establish the information requested would involve an initial manual review of all recorded incidents. For the period of 01/04/2022 – 31/03/2025 there were 881 records. Applying an estimate of 3 minutes per record, a manual review would take in excess of 44 hours, therefore Section 12 of the Act is applicable. This section does not oblige a public authority to comply with a request for information if the authority estimated that the cost of complying with the request would exceed the appropriate limit of 18 hours, equating to £450.00

You should consider this to be a refusal notice under Section 17 of the Act for this part of your request.

Section 17(5) of the Freedom of Information Act 2000 requires Gloucestershire Constabulary, when refusing to provide information (because the information is exempt) to provide you the applicant with a notice which: (a) states the fact, (b) specifies the exemption in question and (c) states (if not otherwise apparent) why the exemption applies.

In relation to your request Section 12 applies.

Section 12(1)– Fee Regulations states:

Section 1(1) of the Act 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. (As detailed in the Data Protection and Freedom of Information Fees Regulations of 2004)

The appropriate limit at the moment is £450 calculated at an hourly rate of £25 per hour for all staff time incurred in:

- i. Determining whether information is held
- ii. Locating it
- iii. Retrieving it
- iv. Extracting the information to be disclosed from the other information.

In accordance with the Act, this letter represents a Refusal Notice for your request.

Section 16 – Duty to assist

It may be possible to provide information in response to Q2. If you still require this information, you can submit a refined request.

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