

Gloucestershire Constabulary
Police Headquarters
No.1 Waterwells, Waterwells Drive
Quedgeley, Gloucester. GL2 2AN
www.gloucestershire.police.uk



Your reference:

Our reference: FOI_26_0162

E-mail: FOI

@gloucestershire.police.uk

Direct dial: 01452 754304

Postal Address: As above

Date: 19/06/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0162

On 11/02/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

1. Which software is used when dealing with underexposed images? Please provide the name and version of the software currently in use.
2. Please confirm if your organisation uses any automated or manual assisted tools to enhance poor-quality images for CCTV footage collected.
3. Please confirm whether your organisation uses any AI- based technology software to enhance underexposed images? Please provide the name of the software and the version.

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

Section 17 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.

Regarding your request, the following exemption applies for 1)

Section 31(1)(a) – Law Enforcement

Section 31 exemption is qualified, and prejudice based therefore both a Public Interest Test and Harm Test are required.

Public Interest Test

Factors in Favour of Disclosure

The disclosure of this information would lead to a better awareness of the public in how the Constabulary conducts this type of police work and would provide reassurance to the public.

Factors against Disclosure

Releasing the requested information to the public would mean that specific systems are released into the public domain. Through the release of the systems, digital policing strategies used by Gloucestershire Constabulary would be compromised. The effectiveness to conduct investigative work could be impacted upon and could reduce the ability of the Police to prevent and detect offences and apprehend offenders.

Harm Test

it is known and accepted that the criminals analyse FOI requests to gain information on how and where they can adapt their methods to undertake illegal activity with the maximum chance of evading detection and apprehension, releasing of the requested information via the Act would potentially allow criminals to assess the capability of Gloucestershire Constabulary response to digital policing.

Balance Test

The Police Service is charged with enforcing the law, preventing and detecting crime and protecting the communities we serve. Whilst there is a public interest in the transparency of policing procedures, there is a very strong public interest in safeguarding tactics and capabilities to ensure that the protection of the public is safeguarded. Therefore, it is our opinion that the balance of the public interest favours withholding the information.

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

In relation to the remainder of your request,

2 & 3) Gloucestershire Constabulary uses manual assisted tools only and no automated or AI tools are used for image enhancement.

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