

Gloucestershire Constabulary
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Our reference: FOI_26_0671

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Date: 14/09/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0671

On 15/07/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

Under the Freedom of Information Act 2000, please provide the following about your printing/multifunction-device (MFD) provision. Please answer for each category: a) Photocopiers/MFDs, b) Desktop printers, c) Print room / reprographics.

Contract & supplier

1. Are you in contract for a managed print service? Is it fully outsourced?
2. Who is the incumbent supplier for each category above?
3. What is the manufacturer/brand of the devices (if different to Q2)?
4. What is the contract start date and end date for each, and what extension options remain?
5. How was it procured — direct award or mini-competition? If via a framework, which one (e.g. CCS RM6174, KCS, ESPO, YPO, NHS Supply Chain, NOE CPC, LPP)?

Scale & spend

6. How many MFDs and how many printers do you have?
7. What is the annual spend on the managed print service (lease, cost-per-click, consumables, service)?
8. What are your annual print volumes (mono and colour)?
9. How many sites/locations does the contract cover?

Software & capability

10. What print-management software do you use (e.g. PaperCut, Equitrac, uniFLOW, YSoft SafeQ)?

11. Do you have secure/follow-me print and mobile print capability?

12. What device/fleet remote-monitoring software do you use?

Renewal & ownership

13. Any planned procurement to replace or re-tender print/MFDs in the next 24 months? If so, when and via which framework?

14. What is the job title/role of the person responsible for the print estate, and the generic team contact for print procurement?

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

Following receipt of your request searches were conducted within Gloucestershire Constabulary to locate the requested information and I can confirm the information requested is held.

Q6 – 81

Q8 - 250,000 mono and 100,000 colour

Q9 - 24

Q11 - No

Q13 – No information held

Exemptions

In response to questions 1, 2, 3, 4, 5, 7:

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.

The following exemptions apply:

Section 21 – Information reasonably accessible by other means

The above exemption is absolute and class-based and therefore no Public Interest Test or Harm Test is required.

The information that you have requested is already reasonably accessible to you by other means and is therefore exempt by virtue of Section 21 of the Freedom of Information Act 2000. Gloucestershire Constabulary are required to make certain information available to the public as part of a publication scheme.

The information sought has been published on the Gov.UK Contracts Finder website.

In response to questions 10 & 12:

Section 31 (1)(a)(b) Law enforcement
Section 24 (1) National Security

S31 Harm

The requested information relates to software used to remotely monitor, manage and maintain devices within Gloucestershire Constabulary's ICT estate. Whilst the information may appear innocuous, disclosure would reveal details of the technologies used to oversee and support systems across the Force. The disclosure of the specific software products in use would provide malicious actors with valuable intelligence regarding Gloucestershire Constabulary's technical environment. Once a software product has been identified, extensive information regarding that product is often publicly available, including known vulnerabilities, exploit methodologies, configuration weaknesses and techniques designed to bypass monitoring mechanisms. The crucial concern is that disclosure would assist individuals seeking to attack police systems by enabling them to build a clearer picture of Gloucestershire Constabulary's technological infrastructure and security arrangements. Cyber criminals frequently seek to identify the monitoring, management and security tools deployed within an organisation before developing attack methods tailored to those technologies. Furthermore, remote-monitoring software is rarely confined to a single service. Such solutions are routinely deployed across multiple systems and business areas. As a result, knowledge of the software used to manage one less sensitive area of Gloucestershire Constabulary's estate could provide insight into the monitoring arrangements protecting critical operational systems. This information could be combined with other publicly available information to identify opportunities to gain unauthorised access, evade detection, disrupt services or compromise sensitive information.

Disclosure would therefore be likely to increase the risk of cyber-attack against Gloucestershire Constabulary's networks and systems. Any successful attack could adversely affect policing operations, compromise sensitive information and undermine Gloucestershire Constabulary's ability to prevent and detect crime. Accordingly, disclosure would be likely to prejudice law enforcement functions and the prevention and detection of crime.

S24 Harm

Police forces form part of the United Kingdom's Critical National Infrastructure landscape and work closely with national partners to protect the public from threats including terrorism, organised crime and cyber-attacks. Modern policing is heavily reliant upon secure and resilient technology systems. The disclosure of detailed information regarding software used to monitor and manage devices across Gloucestershire Constabulary's technology estate would reveal information about protective measures implemented to secure police systems. This information could potentially be exploited by individuals or groups seeking to undermine the security and resilience of those systems. A compromise of police systems has the potential to affect operational policing capabilities, information sharing, investigative activity and wider national security interests. Whilst disclosure of this information alone may not cause such harm, it would contribute to the wider mosaic of information available to hostile actors and could assist in developing a more detailed understanding of police technological infrastructure. For these reasons, disclosure would present a risk to national security interests.

S31 Public Interest Test

Factors Favouring Disclosure

Disclosure would promote openness and transparency regarding the technologies used by Gloucestershire Constabulary. Disclosure would improve public understanding of how public funds are spent on technology and ICT infrastructure. There is a public interest in understanding the measures Gloucestershire Constabulary has in place to manage and monitor its devices and systems. Disclosure may contribute to public confidence that appropriate technology solutions are being utilised to support policing functions.

Factors Favouring Maintaining the Exemption

There is a very strong public interest in protecting Gloucestershire Constabulary's systems, networks and information assets from cyber threats and criminal attack. Disclosure would provide valuable intelligence to malicious actors regarding the technology deployed within Gloucestershire Constabulary's environment. Once the specific software products are identified, individuals could research publicly available information regarding vulnerabilities, exploits and methods of defeating or bypassing the software. The requested software forms part of Gloucestershire Constabulary's broader monitoring and management infrastructure. Disclosure concerning one area of the Force's environment could provide insight into the monitoring arrangements protecting more sensitive and operationally critical systems. The release of this information would increase the risk of unauthorised access, cyber-attack, disruption of services, compromise of police information and other criminal activity.

Any compromise of Gloucestershire Constabulary's systems could adversely affect the Force's ability to prevent and detect crime, safeguard information and maintain operational effectiveness.

S24 Public Interest Test

Factors Favouring Disclosure

Disclosure would promote openness and accountability in relation to the technology used by Gloucestershire Constabulary. There is a public interest in understanding how public authorities manage and secure their technological infrastructure. Disclosure would contribute to the transparency objectives of the Freedom of Information Act.

Factors Favouring Maintaining the Exemption

There is an exceptionally strong public interest in protecting national security and ensuring that policing infrastructure cannot be exploited by hostile actors. Police forces form part of the UK's wider law enforcement and national security framework and rely on secure information systems to support operational activities. Disclosure would reveal information relating to the protective measures used within Gloucestershire Constabulary's technology estate and contribute to a wider intelligence picture which could be used by individuals seeking to undermine those systems. Even seemingly limited technical information can have intelligence value when combined with other information already in the public domain. Any successful compromise of police ICT systems could adversely impact operational policing, intelligence handling, public protection functions and wider national security interests. There is a strong public interest in ensuring that information which could

assist hostile actors in identifying and exploiting weaknesses in policing infrastructure is not placed into the public domain.

Balance test

There is a public interest in the disclosure of any systems used for this request, and although transparency is important, the integrity of law enforcement operations vastly outweighs the benefits of disclosure. Revealing such information would increase the risk of crime, undermine operational policing and compromise the safety of major events. Furthermore, disclosure of the requested information would meaningfully assist individuals seeking to compromise protective measure and exploit security systems.

Considering all the circumstances of this request, it is determined that the balance of the public interest favours withholding the information for these parts of the request.

Question 14 is exempted from disclosure under **Section 40(2) Personal Information**

Some information you have requested constitutes personal data of an identifiable living individual/s, and to disclose this information would breach the principles of the General Data Protection Regulation (GDPR) and the Data Protection Act 2018. Personal data is defined by Section 1 of the Data Protection Act 2018 and means data that relates to an individual who can be identified directly or indirectly from that data. Section 40 is an absolute exemption with no requirement to complete a public interest test.

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