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

Your reference:
Our reference: FOI_26_0771
E-mail: FOI
@gloucestershire.police.uk
Direct dial: 01452 754304
Postal Address: As above
Date: 20/08/2026

Dear

Gloucestershire Constabulary Freedom of Information request FOI_26_0771

On 14/08/2026 you sent an email constituting a request under the Freedom of Information Act asking the following:

9. Policies governing Client Eye information

Please identify any policy, guidance, operating procedure or information-sharing arrangement applicable at the relevant time governing Gloucestershire Constabulary's access to, assessment, recording, retention or dissemination of ClientEye information.

Under the Freedom of Information Act 2000 s1, Gloucestershire Constabulary can neither confirm nor deny whether it holds the information that you have requested as the duty in Section 1(1)(a) of the Freedom of Information Act 2000 does not apply by virtue of the following exemption:

Section 30 – Investigations and proceedings conducted by public authorities.

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.
With regards to the disclosure of your request, the following exemptions apply
Section 30 - Investigations and proceedings conducted by public authorities

Section 30 is a class based qualified exemption and consideration of the public interest must be given as to whether neither confirming nor denying information exists is the appropriate response.

We are committed to being an anti-discriminatory organisation. This means not only acting in a non-discriminatory way, but addressing systemic inequalities, disadvantage and discrimination.

Evidence of Harm

To confirm or deny whether information is held in relation to a specific named entity would be likely to prejudice law enforcement functions of preventing and detecting crime, apprehending and prosecuting offenders. Issuing confirmation or denial responses in relation to any information held, would be prejudicial to policing functions, as individuals, including victims, may be less willing to come forward or assist with our enquiries if they were to believe that any information relating to a specific named entity would enter the public domain.

Public Interest Test

Factors Favouring Confirming or Denying the Information is held

Confirming or denying if any information is held may provide the public with an awareness and help to inform public debate, which in turn would provide greater transparency covering the intelligence and investigation process and the actions of the Constabulary.

Factors Against Confirming or Denying the Information is held

Disclosing the requested information could impact on investigations which may or may not be ongoing and any disclosure could undermine the effectiveness of any investigations. Furthermore, disclosing this information may identify to offenders whether their offending behaviour has been reported to the Police or if not. Which may result in a continuance of the behaviour. It is an accepted fact that offenders monitor FOI requests and attempt to gather information in order to evade police detection.

Additionally, individuals including victims and witnesses, may be less willing to come forward or assist with our enquiries if they were to believe that any information relating to a specific named entity would enter the public domain. Which in turn would harm public trust and confidence within policing. Which would hinder the overarching law enforcement goal of the prevention and detection of crime.

Balance Test

Police Forces are tasked with enforcing the law, preventing and detecting crime and protecting the communities we serve. The effectiveness of investigations and the intelligence they provide is of paramount importance and the Police service will not divulge details that would compromise any potential ongoing investigations or the prevention and detection of crime.

For the reasons set out above it is clear that the balance test is in favour of neither confirming nor denying if any information is held.

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