| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-0659Responded to: 24th March 2023 |
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Your recent request for information is replicated below, together with our response.

## Please provide your policy and procedures or SOP supplied to Police Scotland Contact Centre Call Staff that states that they have not to supply members of the public the reasonable request of a Constables business email address in their professional capacity in order to respond to their attempt to communicate directly with the member of the public who has the right to keep all communication to written format for accuracy, accountability and transparency with your business division of Professional Standards Department of the Police Service of Scotland.

I must first of all advise you that Police Scotland does not hold a Standard Operating Procedure (SOP) or policy which specifically relates to withholding an Officer’s email address.

As such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland.

Service Advisors will happily accommodate sending the officer an email on the caller’s behalf however email addresses, full names of officers, duty shift times etc. will not be disclosed as part of wider Officer Safety/ Safety Matters.

## Furthermore, please provide the policy and procedure or SOP that allows Police Scotland when phoning members of the public to not display their calling line identification.

## CPs must also comply with regulations 10 to 13 of the Privacy and Electronic Communications (EC Directive) Regulations (PECR) 2003.2

## This sets out a fundamental series of privacy rights for end users making and receiving calls.

The withholding of telephone numbers when making outbound telephone calls is not expressly covered in any of Police Scotland’s SOPs/ guidance documents and as such, in terms of Section 17 of the Freedom of Information (Scotland) Act 2002, this represents a notice that the information you seek is not held by Police Scotland.

If you require any further assistance please contact us quoting the reference above.

You can request a review of this response within the next 40 working days by email or by letter (Information Management - FOI, Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH). Requests must include the reason for your dissatisfaction.

If you remain dissatisfied following our review response, you can appeal to the Office of the Scottish Information Commissioner (OSIC) within 6 months - [online](http://www.itspublicknowledge.info/Appeal), by email or by letter (OSIC, Kinburn Castle, Doubledykes Road, St Andrews, KY16 9DS).

Following an OSIC appeal, you can appeal to the Court of Session on a point of law only.

This response will be added to our [Disclosure Log](http://www.scotland.police.uk/access-to-information/freedom-of-information/disclosure-log) in seven days' time.

Every effort has been taken to ensure our response is as accessible as possible. If you require this response to be provided in an alternative format, please let us know.