| Police Scotland logo | Freedom of Information ResponseOur reference: FOI 23-1675Responded to: 21st July 2023 |
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Your recent request for information is replicated below, together with our response.

## Please provide the exact details of the “computer problem” that caused police Scotland to tweet political opinions.

In response to your request, I can advise you that a staff member intended to retweet a Scottish Government post relating to issues with the 999 call service.

Their laptop screen froze momentarily and the staff member clicked retweet again.

When the page responded, a message next to the Government post had been retweeted in error.

It was immediately obvious that the wrong message had been retweeted and our Corporate Communications team took steps to delete it within minutes.

It *was not* an official retweet by Police Scotland, nor was it a member of staff retweeting from what they thought was their personal account.

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.