

OFFICIAL

Our Ref: IM-FOI-2022-2031
Date: 07 October 2022



FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

I refer to your recent request for information which has been handled in accordance with the Freedom of Information (Scotland) Act 2002.

For ease of reference, your request is replicated below together with the response.

I'm requiring information about multiple different things, some of it I don't know how possible it is. The first matter is finding out if Police Scotland log/record telephone calls or if the mobile network log the calls to 101. I have downloaded the bills from the mobile provider, but the 101 numbers aren't listed on the bills.

What I'm looking to find out is if a person calls 101 multiple times, but doesn't speak to an adviser (e.g. they are kept on hold with the automated voice talking), is there data stored somewhere that reflects that calls have been made from that mobile number?

When a call is made to a regional landline or mobile number the second that the call is connected it is automatically listed/logged on the itemised bill, upon checking the bill calls to 101 aren't listed even though calls have been made through 2021/2022 (I believe on several occasions).

If someone from the Data Protection team could let me know or signpost me in the right direction to figuring this out that would be much appreciated. There are other enquiries that I might be needing help with as well in relation to obtaining documentation of police visits to my property, but I'm not sure how to go about this either.

All calls to Police Scotland via 101 or 999 are recorded - this includes dropped calls which do not result in the caller speaking to Police Scotland.

If you would like to request details of calls you have made to Police Scotland you can do so by submitting a subject access request - further information is available on our website:

www.scotland.police.uk/access-to-information/data-protection/subject-access-requests

You will have to provide identification and requests should be sent to:

DataProtectionSubjectAccess@Scotland.pnn.police.uk

Please state in your request that you are seeking details of all calls, including those that went unanswered and ensure that you include the phone number(s) from which any calls were made.

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Should you require any further assistance please contact Information Management quoting the reference number given.

If you are dissatisfied with the way in which Police Scotland has dealt with your request, you are entitled, in the first instance, to request a review of our actions and decisions.

Your request must specify the matter which gives rise to your dissatisfaction and it must be submitted within 40 working days of receiving this response - either by email to foi@scotland.police.uk or by post to Information Management (Disclosure), Police Scotland, Clyde Gateway, 2 French Street, Dalmarnock, G40 4EH.

If you remain dissatisfied following the outcome of that review, you are thereafter entitled to apply to the Office of the Scottish Information Commissioner within six months for a decision. You can apply [online](#), by email to enquiries@itspublicknowledge.info or by post to Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife, KY16 9DS.

Should you wish to appeal against the Office of the Scottish Information Commissioner's decision, there is an appeal to the Court of Session on a point of law only.

As part of our commitment to demonstrate openness and transparency in respect of the information we hold, an anonymised version of this response will be posted to the Police Scotland Freedom of Information [Disclosure Log](#) in seven days' time.