

## How to request recorded information held by the IOPC

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### **Quick request checklist – you will need to send us:**

- your name
- your address (an email address is enough)
- a description of the information that you would like

Please send your request to the Freedom of Information (FOI) and Data Protection (DP) team.

## What does the law say?

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The Freedom of Information (FOI) Act 2000 gives anyone the right to request recorded information that is held by a public authority, such as the IOPC. Unless an exemption applies, the organisation must provide the requested information as soon as possible and within 20 working days.

[You can read the full law online.](#)

Guidance is available online at:

<https://www.gov.uk/make-a-freedom-of-information-request>

<https://ico.org.uk/for-the-public/official-information/>

The Environmental Information Regulations (EIR) 2004, give anyone the right of access to information held by certain organisations, where this information relates to the environment. Further information is available on the [Information Commissioner's Office website](#).

## What information do I need to send to the IOPC?

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An FOI request must be in writing (via an email, letter or fax) and include your name and address (postal or email address). It also needs to include a description of the information you are requesting.

You can make an EIR request over the phone, although it is often helpful to specify the request in writing. [A helpful guide to making requests](#) is available online.

## How do I prove my identity?

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The IOPC does not require proof of identity for FOI or EIR requests as the replies are suitable for release to the public.

## Who do I send my request to?

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Send by post to:

The FOI & DP Team

IOPC

PO Box 473

Sale M33 0BW

Or email: [requestinfo@policeconduct.gov.uk](mailto:requestinfo@policeconduct.gov.uk)

## When can I expect to receive a response?

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We aim to respond to you as soon as possible and certainly within 20 working days from when we receive a valid request.

## Will I receive all the information I request?

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In certain circumstances we may not provide you with the information. In such cases, we will inform you of which exemptions apply and explain why they apply.

Common FOI exemptions include:

- **Section 12, cost limits:** if it takes more than 18 hours to search, identify and retrieve the information, we can refuse the request. In such cases, we would tell you how we estimated the cost limit and advise on how to narrow your request, as appropriate.
- **Section 21, information already in the public domain:** if the information is readily accessible, we will advise on how you can access it.
- **Section 22, information intended for future publication:** where we have already decided that we will publish the information in the future, and the public interest in withholding it outweighs the interest in release, we will explain this to you and refuse to release it early.
- **Sections 30 and 31, investigations and law enforcement:** if the information relates to investigations or law enforcement, and it would not be in the public interest to release the information, we will explain this to you and refuse to release.
- **Section 40, personal data:** where the information contains personal data belonging to someone else (with rare exceptions, such as the names of very senior staff) we are not permitted to release the information.

The Environmental Information Regulations have parallel exemptions, although these differ in detail. If we use any FOI or EIR exemptions, we will explain these to you.

### What if I am unhappy with the reply?

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The Information Commissioner's Office (ICO) is responsible for making sure that organisations behave in accordance with the FOI Act. In the first instance, if you are not happy with the reply, you should request an internal review within the IOPC, where an officer who was not responsible for the initial reply will consider the case and reply to you with a further decision.

Where you are still not happy with the reply, you can complain to the ICO, who will look into the matter further, as appropriate.

Details of how to complain, along with contact details are available on the [ICO website](#).