

Chief Constable
Chief Constable Robert Carden
Police Headquarters
Carleton Hall Penrith,
Cumbria
CA10 2AU



20th February 2025

Dear

FREEDOM OF INFORMATION REQUEST – FOI 110/25 Retrospective Facial Recognition

I refer to your request for information received by Cumbria Constabulary on the 24th of January 2025. I note you seek access to the following information:

1. *Can you tell me how many times retrospective facial recognition technology was used by the force in 2024?*
2. *Can you give me a brief summary of how the technology was used in each case?*
3. *Can you tell me for each case – whether it was successful in identifying a suspect?*
4. *Can you tell me in which year the force first used retrospective facial recognition technology?*

Your request for information has now been considered and I can confirm the Constabulary does not hold the information you have requested in an easily retrievable format. To locate and retrieve the information requested in questions 2 and 3 it would be necessary to contact each individual who has made an overt retrospective facial recognition search and a manual review of each record relating to the search would be required.

I have estimated that the time required to complete a manual review to locate and extract all information relevant to your request would significantly exceed the “appropriate limit”, as stated in the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004. The current limit for police forces is set at £450, which equates to 18 hours of work.

Section 12(1) of the Freedom of Information Act does not oblige a public authority to comply with a request for information if the authority estimates that the cost of complying with the request would exceed the appropriate limit. In view of this, and in accordance with Section 17(5) of the Act, this letter serves as a Refusal Notice for your request, by virtue of Section 12(1).

In accordance with the duty under Section 16 of the Act (duty to provide advice and assistance), I regret to say that on this occasion I am unable to offer you any advice or assistance to help you to refine your request so that the time required would be within the “appropriate limit”.

Complaint Rights

If you believe your request has not been properly handled, or you are otherwise dissatisfied with the outcome of your request, you have the right to request an internal review.



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In the first instance, please email freedomofinformation@cumbria.police.uk quoting the FOI reference number and explain why you are dissatisfied. Your complaint will be considered and a response will be provided to you after your complaint has been investigated.

If you remain dissatisfied following conclusion of the internal review, you have the right, under section 50 of the Freedom of Information Act, to complain directly to the Information Commissioner.

The address for the Information Commissioner can be found below:

The Information Commissioner
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Complaints to the Information Commissioner can also be made online:

[Make a complaint | ICO](#)

I would like to take this opportunity to thank you for your interest in Cumbria Constabulary.



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