| Police Scotland logo | Freedom of Information Response Our reference: FOI 24-1902  Responded to: 03 September 2024 |
| --- | --- |

Your recent request for information is replicated below, together with our response.

## 1) Police Scotland's guidance to staff and officers on the use of informal messaging platforms including WhatsApp.

Police Scotland have a no use policy of WhatsApp. You may be interested in our [Information Security SOP](https://www.scotland.police.uk/spa-media/3hxolb3p/information-security-sop.pdf) which provides further information regarding messaging platforms.

## 2) Confirmation whether Police Scotland allows the installation and use of WhatsApp or other information messaging platforms for the exchange of personal information.

## 2a) If possible, the number of Police Scotland issued phones with WhatsApp installed, or the number of known installations of WhatsApp on Police Scotland hardware

Police Scotland do not permit the use of WhatsApp or other messaging platforms on Police devices.

## 3) In the year 2024 to date, the number of an GDPR breaches reported within Police Scotland connected to officers using informal messaging apps incorrectly or against GDPR regulations.

There have been no relevant breaches reported. As above, Police Scotland security settings do not permit the use of WhatsApp.

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](mailto:foi@scotland.police.uk) 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](mailto:enquiries@itspublicknowledge.info) 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.