

Our ref: 18384187

Email: [REDACTED]

[REDACTED]
Bridge House
1 Walnut Tree Close
Guildford
GU1 4LZ

22 May 2017

Dear [REDACTED]

M20 J4-J5 Log information

Thank you for your Freedom of Information (FOI) request dated 25 April 2017. Please see below the information you have requested:

In your request you have asked to see:

- **All logs from junctions 4 to junction 5 of the M20 for police requested signals and/or closures from the 11 March 2017 – 11 April 2017 and basic information excluding log information related to other road users/incidents:**

Between junctions 4 to junction 5 of the M20 one log is recorded during the period of 11 March 2017 to the 11 April 2017. The incident came into our Regional Control Centre (RCC) from Kent Police as a traffic cone in lane 1.

To remove the cone Kent Police stopped the traffic on a rolling road block. The signals were set by our RCC but this was not at the police's request.

As my colleague [REDACTED] explained to you in his email of 24 April we are unable to provide this information via a spreadsheet as this would breach the Data Protection Act due to the fact that the logs contain data related to other road users/incidents.

If you are unhappy with the way we have handled your request you may ask for an internal review within 2 months of the date of this response for Freedom of Information requests and within 40 days for Environmental Information Regulations requests.

Our internal review process is available at:

<https://www.gov.uk/government/organisations/highways-england/about/complaints-procedure>

If you require a print copy, please phone the Information Line on 0300 123 5000; or e-mail info@highwaysengland.co.uk. You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote reference number 18384187 in any future communications.

Yours sincerely

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OD South East Business Management Team

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