

Reference: 01668791

Information Requests  
[information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

05 October 2023

### Freedom of Information request: Right to know request

Thank you for your request for information concerning the frequencies used by the Shopwatch and Nightsafe schemes in Suffolk. This request was received on 11 September 2023 and we have considered it under the Freedom of Information Act 2000.

### Your request

*I am writing to you to request information under the Freedom of Information Act 2000, I would like to know the frequencies used by the Shopwatch and Nightsafe schemes in Newmarket Suffolk. Ideally, I would like both the receive and transmit frequencies (Rx and Tx) as well as any and all other information you can provide. I would also like to request the same information for the town of Bury Saint Edmunds, Suffolk.*

### Our response

Details of business radio licences are published on the Wireless Telegraphy Register, which can be found in [Ofcom's Spectrum Information Portal](#). Please note that:

- Where licences are administered centrally, assignments are identified by their location rather than a postal address or store name.
- Licences issued to a body may not specify which frequencies are used by specific departments.
- Licences authorise the use of spectrum within defined technical conditions; Ofcom does not hold information about specific technologies or types of use that may be employed by each individual user.

You would need to contact organisations directly to obtain those levels of detail about their use of radio spectrum.

I hope this information is helpful. If you have any further queries, then please send them to [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk) quoting the reference number above in any future communications.

Yours sincerely

## Information Requests

If you are unhappy with the response you have received in relation to your request for information and/or consider that your request was refused without a reason valid under the law, you may ask for an internal review. If you ask us for an internal review of our decision, it will be subject to an independent review within Ofcom.

The following outcomes are possible:

- the original decision is upheld; or
- the original decision is reversed or modified.

### Timing

If you wish to exercise your right to an internal review **you should contact us within two months of the date of this letter**. There is no statutory deadline for responding to internal reviews and it will depend upon the complexity of the case. However, we aim to conclude all such reviews within 20 working days, and up to 40 working days in exceptional cases. We will keep you informed of the progress of any such review. If you wish to request an internal review, you should contact [information.requests@ofcom.org.uk](mailto:information.requests@ofcom.org.uk)

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. Further information about this, and the internal review process can be found on the Information Commissioner's Office [here](#). Alternatively, the Information Commissioner can be contacted at:

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