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POLICE

Response Date:19/11/2026

2026/1247 -Email Blocking & Delivery Failures for Statutory Inboxes

In response to your recent request for information regarding;

1. The Mail Flow Rule: The specific Microsoft Exchange or mail server routing rule, policy, or configuration that is currently blocking or rejecting emails to "freedomofinformationteam@nthwales.police.uk".

Whilst 'nthwales.police.uk' is a legitimate old domain that the force own, it appears the email account does not have an alias for this domain, hence it not being delivered.

There was no deliberate attempt to block email, the internet search simply indicated an email address that did not / does not exist on that domain. There is no policy on this.

The correct email options are:

- freedomofinformationteam@nthwales.**pnn**.police.uk
- freedomofinformationteam@northwales.police.uk

2. Implementation Details: The exact date and time this blocking rule or configuration was put in place.

No information held.

3. Rationale: Any recorded rationale, internal correspondence, IT ticket, or policy document explaining *why* this block on a statutory inbox was implemented.

No information held.

4. Authorisation: The job title/role of the individual who implemented this rule, and the job title/role of the individual who authorised or approved it.

No information held.

THIS INFORMATION HAS BEEN PROVIDED IN RESPONSE TO A REQUEST
UNDER THE FREEDOM OF INFORMATION ACT 2000, AND IS CORRECT AS AT 18/11/2026