

[REDACTED]

[REDACTED]

[REDACTED]

Formal Complaint

Sir

04-10-2010

[REDACTED] is writing to inform you that if you proceed with plans to install audio and visual surveillance in your fleet of vehicles then we will immediately withdraw our contract from your company. Furthermore we will also advise all of our clients who use your company to do likewise.

As you are aware we are a Government supplier for Police and Military Equipment both in the UK and internationally. As such the telephone communications that are conducted in the back of your vehicle to clients are done via highly encrypted hand held devices. This is done for extremely good security issues not only surrounding equipment supply and delivery but also because of the transportation of VIP personal.

If this information was to fall into the wrong hands then the security implication do not bear thinking about.

I have discussed this issue with my client base and all are of the opinion that sometimes a simple blanket approach as is being adopted here does not work in all situations and a more intelligent and flexible approach needs to be adopted.

Our recorded communications can not under any circumstances be intercepted by the local council or any other person attempting to illegally access the recording via either data or vehicle theft for example.

We are advising that if we do not receive a written guarantee within 30 days of this letter then please consider our contracts with you to be terminated.

Yours sincerely

[REDACTED]

[REDACTED]

[REDACTED]