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Freedom of information request reference no: 01.FOI.21.020742

I note you seek access to the following information:

1. Could you please provide copies of all terms of service, terms of use, terms & conditions, or any other legal terms agreed between yourselves and What3words Limited?
2. Could you please provide copies of all correspondence, written or electronic, made either between What3words Limited and yourselves, even where you have not replied?
3. Could you please provide a list of all payments either to or by What3words Limited?
4. Could you please provide copies of any training or guidance materials provided to you by What3words Limited?
5. Could you please provide copies of any internal discussions or decisions regarding the use of What3words Limited by yourselves?

Decision

I have today decided to disclose the located information to you in full.

Please find below information pursuant to your request above.

Q1 - Could you please provide copies of all terms of service, terms of use, terms & conditions, or any other legal terms agreed between yourselves and What3words Limited?

The MPS do not have a contract with What3Words, the service they provide is free to all emergency services.

Q2 - Could you please provide copies of all correspondence, written or electronic, made either between What3words Limited and yourselves, even where you have not replied?

Unfortunately we do not have access to any emails in relation this part of your request as the individual who corresponded with What3Words has now left the MPS.

Q3 - Could you please provide a list of all payments either to or by What3words Limited?

There have been no payments to What3Words.

Q4 - Could you please provide copies of any training or guidance materials provided to you by What3words Limited?

Please see the attached.

Q5 - Could you please provide copies of any internal discussions or decisions regarding the use of What3words Limited by yourselves?

The attached guidance is the only information that has been given to staff.

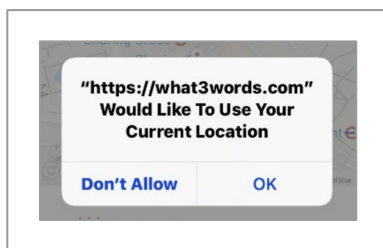
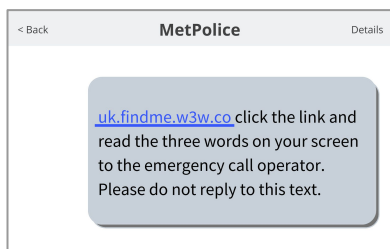
Using what3words when a caller does not know their location

1. Whilst your caller is on the phone, send an SMS to their mobile number with the message below (this is also an option on the Email to SMS tool 07xxxxxxxx@MPS.managedtext.com):

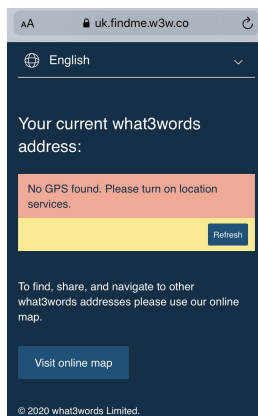
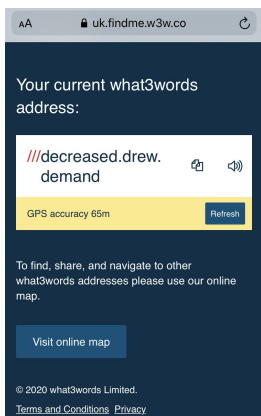
uk.findme.w3w.co click the link and read the three words on your screen to the emergency call operator. Please do not reply to this text.

2. Once the caller receives the SMS message (as shown below) tell them to ensure their GPS location services are switched on and ask them to click the link.

3. When the caller clicks the link they might get a message (as shown below) asking them to allow what3words to use their location. Tell the caller to 'allow' or click 'OK'



4. Once the caller has opened the link ask them to read the three words shown in the center of their screen. If your caller gets the message 'No GPS found' ask them to update their privacy settings for location services and allow location access to the browser they are using, ie Safari.



A what3words address is a unique location identifier that may reveal sensitive information, so **stop and think** before sharing it publicly.

When a what3words address is known

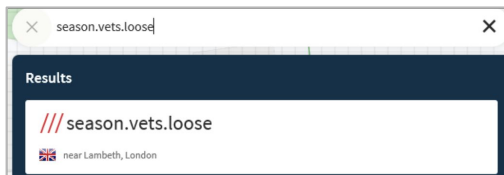
You may receive a what3words address from a member of the public who has the what3words app on their phone or been sent an SMS link to **uk.findme.w3w.co**. You might also see one in a message, or written down.

1. Open the what3words mapsite by clicking on this link:

<https://map.what3words.com/?sharesettings=bng&countryclip=gb>

Please ensure you have this link bookmarked on your desktop browser or create a shortcut.

2. Enter the what3words address into the search bar in the format '**word.word.word**' (include the full stops) and select the appropriate option in the drop-down menu based on your caller's description.



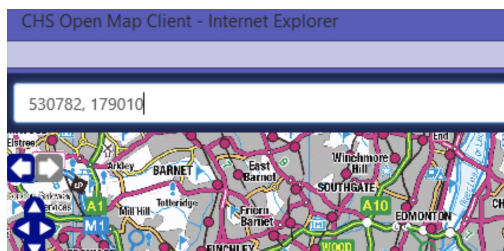
3. Click the 'share' icon on the mapsite browser as shown.



4. Copy the eastings and northings from the what3words mapsite into the CHS map.

<https://w3w.co/season.vets.loose>
530782,179010

Copy Address



5. If you now press the search button on the map, it will take you to the caller's exact location on the map.

