

BCE FOI/2023/08

Dear [REDACTED] -

Thank you for your email request for information to the Boundary Commission for England (BCE) on 21 July 2023, which has been considered under the terms of the Freedom of Information Act (FOIA) 2000. In your request for information you asked:

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your organisation use Customer Relationship Management (CRM) software? (Example: HubSpot, Salesforce, Dynamics, Other, etc.)

- Yes
- No

2. If yes, please specify which CRM(s) are used by your organisation:

- HubSpot
- Salesforce
- Dynamics
- Other (Please specify)

3. What license level/subscription does your organisation have?

4. What is the annual cost of your CRM system(s)?

5. List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?

6. Does your organisation work with any external agencies to manage the CRM?

7. Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)

- Yes
- No

8. If yes, please specify which other systems your CRM(s) are integrated with:

Please provide the information in the form word document.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

If you have any queries, please don't hesitate to contact me via email or phone, and I will be very happy to clarify what I am asking for and discuss the request.

BCE response:

The Boundary Commission for England does not use any customer relationship management software.

Under the provisions of the FOI Act if you are dissatisfied with the response provided you may wish to ask for an internal review. If this situation arises you should write to:

The Secretary to the Boundary Commission for England
35 Great Smith Street
Westminster
London
SW1P 3BQ

Email: information@boundarycommissionengland.gov.uk

If it transpires you are not content with our response or the internal review, you may apply directly to the Information Commissioner for a decision. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the BCE. The Information Commissioner can be contacted at:

The Office of the Information Commissioner,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF

Kind regards

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