



James Couldwell
By Email

Our ref: 2020/592 Date: 25/02/20

Dear James,

## **Request for Information: Provision of Information**

Thank you for your request for information, which we received 20 January 2020. Your request has been considered under the Freedom of Information Act 2000 and our response can be found below.

We are not running Oracle or SAP ERP applications and the responses to the other questions are all no.

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## **Complaints**

Under the regulations I am required to point out that if you are unhappy with the service you have received in relation to your request and wish to make a complaint, you should write to

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Tim Green (Cefas Deputy Chief Executive) at the above address, who will arrange for an internal review of your case.

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. The Information Commissioner can be contacted at:

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

If you have any queries about this letter, please contact me.

## Handling your information

Our Personal information charter explains how we treat your personal information.

If you have any queries about this letter please contact me.

Yours sincerely

Sarah Carter

Knowledge & Information Manager Corporate Division

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