

**PRIVATE & CONFIDENTIAL**

17 February 2019

G C Baptiste

*Our ref: FOI 19129*

Dear G C Baptiste

**Re: Freedom of Information Request (FOI) – Customer Relationship Management**

Further to your FOI request received on the 8<sup>th</sup> February 2019, our reference FOI 19129, this response is on behalf of Cotswold District Council.

Responses to your information requests:

See **CDC FOI 19129 Annex A CRM 17 02 19**

The response has been provided in this format to preserve the transparency of our FOI responses and remain consistent with our internal procedures.

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 The Monitoring Officer, Cotswold District Council, Trinity Road, Cirencester, Gloucestershire GL7 1PX

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Council. The Information Commissioner can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

Kind regards

ICT Audit & Compliance Manager