

Dear Ewan,

RE: INFORMATION REQUEST DATED 24 NOVEMBER 2020

REF: FOI-00489

Further to your request for information please see our response below.

I am currently researching what software solutions are used to manage and track FOI, Subject Access and other DPA/GDPR related disclosure requests and would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to the contract below.

REQUEST 1

1. What, if any, software is used for managing and tracking FOI, Subject Access, DPA disclosure requests?

RESPONSE

BCU does not use any specific software to manage and track the Freedom of Information requests, Subject Access requests or DPA disclosure requests that we receive. However, information related to these requests is held on a wider legal matter management system.

REQUEST 2

2. If bespoke software is used, what was the start date, duration and value of the contract?

RESPONSE

N/A – See response to Request 1.

REQUEST 3

3. Is there an extension clause in the contract and, if so, the duration of the extension?

RESPONSE

There is an option in the contract that allows BCU to renew annually.

REQUEST 4

4. Has a decision been made yet on whether the contract is are being either extended or renewed?

RESPONSE

A decision was made in August 2020 to renew the contract for the legal matter management system.

REQUEST 5

5. Who is the senior person/s (outside of procurement) responsible for managing the FOI, Subject Access, DPA disclosure request process?

RESPONSE

The responsibility for managing the Freedom of Information requests, Subject Access requests and DPA requests that we receive is shared between 3 persons. The relevant persons being: the University Secretary, the Interim Head of Legal & Compliance and the Data Protection Officer.

The names of these individuals cannot be provided as this information is exempt under section 40 of the Freedom of Information Act because it is personal information. Contact details which we are able to disclose are published on our website. For any details not available on our public website at www.bcu.ac.uk, we do hold this information, however we are unable to provide the contact details of individuals, as this is exempt information under the Freedom of Information Act 2000. If you wish to contact the University, contact details are available on our public website at: <http://www.bcu.ac.uk/about-us/contact-details>

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Requests for an internal review should be made to the Head of Legal and Compliance at FreedomOfInformation@bcu.ac.uk or by writing to: Head of Legal and Compliance, Birmingham City University, Joseph Priestley Building, Cardigan Street, B4 7BD.

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. Please see <https://ico.org.uk/concerns/getting/> for details of their procedure. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.