



CITYWEST HOMES

Chief Executive: Nick Barton

Zachary Jones
request-227838-056b202d@whatdotheyknow.com

Reply to	Governance Team CityWest Homes 21 Grosvenor Place London SW1X 7EA
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Date	25 September 2014

Dear Mr Jones

Re: Request for Freedom of Information: Ref 13488

Thank you for your request for information under the Freedom of Information Act 2000 (FOIA). I am pleased to be able to provide full responses to questions 3,4,5,6,10,11,12,13 and 15.

Unfortunately, I am unable to provide you with a response to the remainder of your request as CityWest Homes consider this information to be commercially sensitive.

Therefore section 43 applies as the release of the information is likely to prejudice the commercial interests of the organisation.

1. Who developed your corporate website?

Section 43 applies to this part of your request.

2. What is the software that is used for managing the corporate website?

Section 43 applies to this part of your request.

3. Is your corporate website managed internally or externally?

It is managed internally.

4. If externally, who do you use to manage your corporate website?

Please see response to question 3 above.

5. If internally, which team is responsible for managing the corporate website?

Our corporate communications team oversee this area.

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6. Do you host your corporate website internally or externally?

Externally

7. If externally, do you use a cloud solution or via a 3rd party hosting provider and who are they?

Section 43 applies to this part of your request.

8. Do you have an offline development platform for your website?

Section 43 applies to this part of your request.

9. If so, how does this work?

Section 43 applies to this part of your request.

10. Does your corporate website offer interactive services where tenants are able to log in?

No it does not.

11. If so, what services are tenants able to use when registered and logged in?

Please see response to question 10 above.

12. Do these services connect to any other applications? (e.g. Housing Application)

Please see above.

13. If so, what is the application name?

N/a

14. Who is responsible for backup and recovery of your corporate website?

Section 43 applies to this part of your request.



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15. Do you have 24/7 support for your corporate website?

Yes

16. How often is your corporate website backed up?

Section 43 applies to this part of your request.

17. What is the recovery process for your corporate website?

Section 43 applies to this part of your request.

18. What is your agreed timescale for recovery time of your corporate website?

Section 43 applies to this part of your request.

In accordance with Section 17 of this Act, your request is being refused due to the commercial sensitivity of releasing this information into the public domain.

The exemption applied is Section 43(2). This is because the information requested is likely to prejudice the commercial interests of the organisation and its dealings with others as defined by the Freedom of Information Act 2000.

After considering your request in full, any disclosure may weaken the commercial position of CityWest Homes (CWH) in a competitive environment through the sharing of market sensitive information with the outside world. The information requested could also be used by our competitors, which may undermine a future tendering process. Furthermore the release of this information could have an adverse impact on the integrity of our systems and in-house operations. Disclosing this type of information with the outside world in particular, our approach to system maintenance, disaster recovery and back-up procedures could heighten the risk of unauthorised persons targeting the integrity of our systems and procedures.

It has therefore been decided that when considering the public interest test, the public interest in maintaining the exemption outweighs the public interest in disclosing the information requested.

I apologise that your request will not be met in full. You have the right of appeal against the decision. If you wish to appeal please set out in writing your grounds of appeal and send to:



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Cora Vigar
CityWest Homes Limited
21 Grosvenor Place
London, SW1X 7EA

Should you still be dissatisfied with the outcome of any such complaint you have the right to make a complaint to the Information Commissioner, pursuant to section 50 of the FOIA. The contact details are:

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

Telephone: 01625-545-700 www.informationcommissioner.gov.uk

Yours sincerely

Governance Team
CityWest Homes Ltd

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