



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1680

Date 08 January 2024

Dear

NAO ENTERPRISE APPLICATION

Thank you for your request of 14 December 2023 for information about software contracts that the National Audit Office (NAO) currently has in place. Your request has been handled under the terms of the Freedom of Information Act 2000 (FOIA).

Your specific request is set out in **Annex A** and we have supplied our responses in an Excel spreadsheet attached with this letter. We have withheld certain information under section 40(2) (personal information) of the FOIA. Details of these exemptions and how they apply to your request can be found at **Annex B**.

Annex C sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under the FOIA.

We hope you find this response helpful.

Yours sincerely,

NAO FOI Team

Annex A

(Your request is in italics below)

“The information I’m requesting is regarding the software contracts that the organisation uses, for the following fields.

Enterprise Resource Planning Software Solution (ERP):

Primary Customer Relationship Management Solution (CRM):

For example, Salesforce, Lagan CRM, Microsoft Dynamics; software of this nature.

Primary Human Resources (HR) and Payroll Software Solution:

For example, iTrent, ResourceLink, HealthRoster; software of this nature.

The organisation’s primary corporate Finance Software Solution:

For example, Agresso, Integra, Sapphire Systems; software of this nature.

- 1. Name of Supplier:*** Can you please provide me with the software provider for each contract?
- 2. The brand of the software:*** Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
- 3. Description of the contract:*** Can you please provide me with detailed information about this contract and please state if upgrade, maintenance and support is included.

Please also list the software modules included in these contracts.
- 4. Number of Users/Licenses:*** What is the total number of user/licenses for this contract?
- 5. Annual Spend:*** What is the annual average spend for each contract?
- 6. Contract Duration:*** What is the duration of the contract please include any available extensions within the contract.
- 7. Contract Start Date:*** What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
- 8. Contract Expiry:*** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
- 9. Contract Review Date:*** What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
- 10. Contact Details:*** I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).”

Annex B

This annex sets out the exemptions that we have applied to your request.

Section 40, Freedom of Information Act 2000 – Personal information

Section 40, paragraphs 1-4, of the Freedom of Information Act 2000 (FOIA) provides that:

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if—
 - (a) it constitutes personal data which does not fall within subsection (1), and
 - (b) the first, second or third condition below is satisfied.
- (3A) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act—
 - (a) would contravene any of the data protection principles, or
 - (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.
- (3B) The second condition is that the disclosure of the information to a member of the public otherwise than under this Act would contravene Article 21 of the GDPR (general processing: right to object to processing).
- (4A) The third condition is that—
 - (a) on a request under Article 15(1) of the GDPR (general processing: right of access by the data subject) for access to personal data, the information would be withheld in reliance on provision made by or under section 15, 16 or 26 of, or Schedule 2, 3 or 4 to, the Data Protection Act 2018, or
 - (b) on a request under section 45(1)(b) of that Act (law enforcement processing: right of access by the data subject), the information would be withheld in reliance on subsection (4) of that section.

Reasons why we have applied this exemption:

We are not obliged, under Section 40(2) of the FOIA to provide personal information if releasing it would contravene any of the provisions of the Data Protection Act 2018. In this instance we believe the release of the direct contact details of individual National Audit Office officers would contravene the first data protection principle which is that the processing of personal data must be lawful, fair and transparent. Processing in this context includes disclosure and therefore we consider section 40(2) is engaged. In this instance we do not believe it would be fair to the individual officers to disclose this personal information. This exemption is absolute and is not subject to the public interest test.

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI.requests@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP.

The FOI and Correspondence Manager will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome. 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 primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints. Alternatively, you can contact the ICO at Contact us | ICO or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.