

Date: **23 December 2019**

Our reference: **FOIRQ5585**

Dear Sir/Madam,

Thank you for your request for information processed under the Freedom of Information Act 2000. Please see our response to your following request for information:

Your Request and Our Response (in bold)

Great Ormond Street Hospital for Children NHS Foundation Trust (the 'Trust') is a single site, specialist tertiary paediatric trust. We have responded to your request covering information up to the date your request was received on 28/11/2019:

- 1. What IT software do you use for Customer Support; i.e. the technology that you use to receive, track, manage and resolve enquiries from customers, member or #users either via the phone or email etc.?* **Hornbill**
- 2. How many licenses / seats do you have for this software?* **190**
- 3. What is the renewal date for this software?* **29/12/2019 (which has since been renewed for a further 12 months)**
- 4. What is the price that you pay for this software annually?* **£69,000**
- 5. What are the contact details for the IT & procurement person(s) responsible for this software?* **Andy Cowe, ICT Contracts Manager, ICT Support Services, Tel: 0207 405 9200 (Ext. 6624) ***

Please note: * the named person has refused consent for their above personal data to be used for direct marketing purposes.

The Privacy and Electronic Marketing Regulations state that an individual must consent to processing of their personal data for marketing purposes. Re-use of their data for this purpose without explicit consent would therefore be a breach of their rights under the Data Protection Act 2018.

The Trust takes breaches reported by our staff seriously and we will make relevant complaints, including referrals to the Information Commissioner, if necessary.

Please note:

The information we have provided under the Freedom of Information Act 2000 is the information held on the date your request was received by the Trust.

We hope the information provided is sufficient and helpful in answering your questions or any issues or concerns. Should you have any further queries in relation to this request, please do not hesitate to contact the FOI Team and quote the above reference number on any related correspondence.

Re-use of information

The information provided is Trust copyright. You may re-use this Great Ormond Street Hospital for Children NHS Foundation Trust copyright information in accordance with the Open Government Licence:

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For information which is not Great Ormond Street Hospital for Children NHS Foundation Trust copyright, e.g. external websites, please contact the named party directly.

Yours sincerely

Freedom of Information team

Great Ormond Street Hospital for Children NHS Foundation Trust

Email: foiteam@gosh.nhs.uk

[Enclosed – Your rights – see next page]

Your Rights

Should you have any questions relating to the response you have received to your request for information, please do not hesitate to contact the FOI Team. Alternatively, you are entitled to make a request for an internal review within two months from the date of receiving our final response to your original request.

You can also write to the Head of Quality & Safety at the following address:

Quality & Safety team
Great Ormond Street Hospital
LONDON
WC1N 3JH

If, however, you remain dissatisfied with the outcome of the internal review then you have the right to appeal to the Information Commissioner as the final stage of the FOI process. You can contact the Information Commissioner's Office at the following address:

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

Telephone: 0303 123 1113
Fax: 01625 524510