



Public  
Prosecution  
Service

Policy and Information Unit  
Public Prosecution Service  
Belfast Chambers  
93 Chichester Street  
Belfast BT1 3JR

[REDACTED]

FOI 247/23-24

9 August 2023

[REDACTED]

I refer to your email dated 21<sup>st</sup> July 2023 in which you asked for information regarding Customer Relationship Management (CRM) software. Your request has been dealt with under the terms of the Freedom of Information Act 2000.

### **Freedom of Information Act 2000**

The Freedom of Information Act creates rights of access for any person making a request for information to a public authority. The rights of access are twofold. First, to be informed by the public authority if it holds information of the description specified in the request, and if that is the case, secondly, to be provided with that information. These rights are subject to important limitations, which are designed to achieve a proper balance between the right to know and considerations of law and policy in the broader public interest.

You had asked the following:

*“1. Does your organisation use Customer Relationship Management (CRM) software? (Example: HubSpot, Salesforce, Dynamics, Other, etc.)*

- Yes
- No

*2. If yes, please specify which CRM(s) are used by your organisation:*

- *HubSpot*
- *Salesforce*
- *Dynamics*
- *Other (Please specify)*

*3. What license level/subscription does your organisation have?*

**Independent, fair and effective**

4. *What is the annual cost of your CRM system(s)?*

5. *List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?*

6. *Does your organisation work with any external agencies to manage the CRM?*

7. *Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)*

- Yes
- No

8. *If yes, please specify which other systems your CRM(s) are integrated with.*

*Please provide the information in the form word document”.*

In response to all questions, please be advised the Public Prosecution Service (PPS) doesn't use Customer Relationship Management (CRM) software. Therefore, in terms of the Freedom of Information Act, I can confirm that under Section 1(1)(a) of the Act we do not hold the information you have requested.

If you are dissatisfied in any way with the handling of your request, you have the right to request a review in accordance with our review procedure. You should do this as soon as possible or in any case within two months of the date of this response and you can do so by writing to the Head of Policy and Information, Public Prosecution Service, Belfast Chambers, 93 Chichester Street, BELFAST, BT1 3JR or alternatively by sending an e-mail to [info@ppsni.gov.uk](mailto:info@ppsni.gov.uk). You should state clearly the grounds on which you are requesting the review.

Alternatively, you may wish to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

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

Yours sincerely,

PPS  
Information Management Team