**Freedom of Information - Humberside Fire and Rescue Service**

**2022/061 – Service Software for Information Requests**

**The request is:**

Please can you provide the following information, under the Freedom of Information Act.

1)      Which software, if any, does the Trust use to process the following information requests:

a)       FOI requests

b)      EIR requests

c)       DSAR requests

d)      Complaints

e)      Compliments

f)       The processing or management of Safeguarding cases

2)      Who provides this software?

3)      What does it cost the Trust annually?

**The response is:**

1. Humberside Fire & Rescue Service does not use a specific software programme for processing any of the above information requests.
2. Not applicable
3. Not applicable

If you are unhappy with the handling of your request, you have the right to ask for an internal review. A request for an internal review should be made within 40 working days of the date of this email. If you are not happy with the outcome of the internal review, you have the right to apply direct to the Information Commissioner. The address is: Information Commissioner’s Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

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