



Department
for Environment
Food & Rural Affairs

helpline@defra.gsi.gov.uk
www.defra.gov.uk

Your ref:
Our ref: RFI 6031
Date: 4 December 2013

Dear [REDACTED]

REQUEST FOR INFORMATION: Cloud Services

Thank you for your request for information about Cloud Services in Defra, which we received on 21 November 2013. As you know, we have handled your request under the Freedom of Information Act 2000 (FOIA).

We have answered your questions below:

1. Does the Department use Cloud computing services?

Yes Defra does use cloud computing services

2. If so, which Cloud computing service and provider are being used?

Defra uses a number of cloud computing providers

Huddle – online collaboration tool

HTK – digital communications tool

HootSuite Media Inc - HootSuite Enterprise Subscription

SFW Ltd - SFW CRM for Stakeholders – MS Dynamics CRM

The Dextrous Web Limited (trading as dxw) - Hosting and support on dxw's Wordpress platform

Microsoft Ireland Operations Ltd - Office 365 – SharePoint Online Plan 2



Rackspace – IaaS hosting services

MDS Technologies/Skyscape - IaaS hosting services

3. If known, in which country is the Cloud computing service's servers located?

Huddle – Hosted in the UK.

HTK – Hosted in the UK

The Dextrous Web (trading as dxw) – hosted in Dublin subject to EU data protection Regulations

HootSuite Media Inc – USA

SFW Ltd – UK

Microsoft Ireland Operations Ltd – Ireland, Netherlands and potentially United States

Rackspace – Germany

MDS Technologies/Skyscape – UK

4. What measures are taken to ensure that content stored on the Cloud is compliant with the Data Protection Act?

All of the above services are purchased through the Government GCloud Cloudstore which incorporates Clauses in both the Framework and call off form relating to Data Protection Act requirements – the specific terms can be found here:

<http://gps.cabinetoffice.gov.uk/contracts/rm1557iii>

5. Did the Department request specific terms and conditions?

No

6. Does the Cloud computing service that is being used comply with the EU's standard contractual terms?

The Services listed are provided in accordance with the process set out in the GCloud Framework as provided for in the contract quoted above. The following is taken from the Framework terms and outlines the order of precedence for any terms and conditions of service-

CO-1.1.1 the Framework Agreement (excluding Framework Schedule 2)

CO-1.1.2 the Clauses of this Call-Off Agreement (excluding Supplier Terms);

CO-1.1.3 the completed Order Form;

CO-1.1.4 the Supplier's terms and conditions as set out in the Framework Schedule 1 (G-Cloud Services); and

CO-1.1.5 any other document referred to in the Clauses of this Call-Off Agreement.

In keeping with the spirit and effect of the FOIA, and in keeping with the government's Transparency Agenda, all information is assumed to be releasable to the public unless exempt. Therefore, the information released to you will now be published on www.gov.uk together with any related information that will provide a key to its wider context. Please note that this will not include your personal data.

I attach Annex A, which explains the copyright that applies to the information being released to you.

I also attach Annex B giving contact details should you be unhappy with the service you have received.

If you have any queries about this letter, please contact me.

Yours


Email: is.communications@defra.gsi.gov.uk