



Foreign &
Commonwealth
Office

Digital Transformation Unit
Foreign and Commonwealth Office
King Charles Street
London SW1A 2AH

Website: <https://www.gov.uk/fco>

18 March 2015

FREEDOM OF INFORMATION ACT 2000 REQUEST REF: 0175-15

Thank you for your email of 18 February 2015 asking for information under the Freedom of Information Act (FOIA) 2000 related to the Foreign and Commonwealth Office's (FCO) media management platforms.

We conducted a search for data held by the FCO in London, and I can confirm that the FCO does hold information falling within the terms of your request.

Your questions have been addressed below.

- 1. What, if any, social media management platform do you use within the department? (e.g. CrowdControl, HootSuite, Meltwater Buzz etc)**
The FCO uses Hootsuite Enterprise for social media management.
- 2. If using a paid-for social media management platform how much does this cost either per year or per month**
The FCO's subscription to Hootsuite costs £57,029 per financial year.
- 3. How long does this contract last for and when was it awarded?**
The contract for Hootsuite was awarded in Q4 2015 and will expire in Q4 2016.
- 4. How many users does this contract allow for?**
350 seats.
- 5. What, if any, media enquiry management software do you use? (e.g. Gorkana, Veulio, COLIN).**

The FCO uses an in-house database.

Please provide the email address of the person responsible for social media within your organisation

The information you have requested is personal data relating to third parties, the disclosure of which would contravene one of the data protection principles. In such circumstances sections 40(2) and (3) of the Freedom of Information Act apply. In this case, our view is that disclosure would breach the first data protection principle. This states that personal data should be processed fairly and lawfully. It is the fairness aspect of this principle, which, in our view, would be breached by disclosure. In such circumstances, s.40 confers an absolute exemption on disclosure. There is, therefore, no public interest test to apply.

- 6. If using a paid-for media enquiry management solution how much does this cost either per year or per month?**
7. Not applicable. This is an in-house database maintained internally.
How long does this contract last for and when was it awarded?
Not applicable. This is an in-house database so there is no contract.
- 8. How many users does this contract allow for?**
Not applicable. This is an in-house database and can accommodate as many users as required.
Please provide the email address for your Head of Media or Corporate Communication within your organisation
The Head of Media Office is Carl News: carl.news@fco.gov.uk
- 9. What, if any, Freedom of Information enquiry management software do you use? (e.g. CC Tracker, KnowAll Enquire)**
The FCO does not use any Freedom of Information enquiry management software.
- 10. If using a paid-for media enquiry management solution how much does this cost either per year or per month?**
Not applicable.
- 11. How long does this contract last for and when was it awarded?**
Not applicable.
- 12. How many users does this contract allow for?**
Not applicable.

Once an FOI request is answered, it is considered to be in the public domain. To promote transparency, we may now publish the response and any material released on gov.uk in the [FOI releases](#) section. All personal information in the letter will be removed before publishing.

Yours sincerely,

Digital Transformation Unit



We keep and use information in line with the Data Protection Act 1998. We may release this personal information to other UK government departments and public authorities.