



UK Hydrographic Office

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REF: FOI2022/12791

14 November 2022

Dear [REDACTED]

Thank you for your email of 28th October 2022 requesting the following information:

"The details we require are:

- 1. Who is your social media management and monitoring tool supplier?*
- 2. Start date & duration of framework/contract with the supplier*
- 3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date*
- 4. Who is the senior officer (outside of procurement) responsible for this contract?"*

I am treating your correspondence as a request for information under the Freedom of Information Act 2000 (FOIA).

A search for the information has now been completed within the UKHO, and I can confirm that some information in scope of your request is held.

The information you have requested can be found below, at annex A, but some of the information falls entirely within the scope of the absolute exemptions provided for at sections 40 (Personal Data).

Section 40(2) has been applied to some of the information in order to protect personal information as governed by the Data Protection Act 2018. Section 40(2) requires the Department to conduct a balancing exercise, this exercise involves balancing the rights and interests of individuals against the legitimate interests in disclosure, this is not the same as carrying out the public interest test associated with certain exemptions in FOIA. The balancing exercise is carried out in order to decide whether the absolute exemption in section 40(2) is engaged. In particular, there is no assumption of disclosure in the legitimate interests test, as there is with qualified exemptions. The outcome of the balancing exercise lay in withholding the third-party personal data identified in the attached information.

If you are not satisfied with this response or you wish to complain about any aspect of the handling of your request, then you should contact me in the first instance. If informal resolution is not possible and you are still dissatisfied then you may apply for an independent internal review by contacting the Information Rights Compliance team, Ground Floor, MOD Main Building, Whitehall, SW1A 2HB (e-mail CIO-FOI-IR@mod.uk). Please note that any request for an internal review must be made

within 40 working days of the date on which the attempt to reach informal resolution has come to an end.

If you remain dissatisfied following an internal review, you may take your complaint to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not investigate your case until the MOD internal review process has been completed. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website, <http://www.ico.org.uk>.

Yours sincerely,

UKHO Secretariat

Annex A

1. Who is your social media management and monitoring tool supplier?

Management: Hootsuite
Monitoring: Brandwatch

2. Start date & duration of framework/contract with the supplier

Hootsuite: August 2022
Brandwatch: August 2018

3. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.

Our licence is part of the MoD's licence, both Hootsuite and Brandwatch, the cost to the UKHO is therefore zero.

4. Who is the senior officer (outside of procurement) responsible for this contract?

Information withheld under section 40. Procurement's email address is procurement@ukho.gov.uk