



Ministry of Defence Police

Freedom of Information Manager

Ministry of Defence Police

Palmer Pavilion,

Building 666,

RAF Wyton, Huntingdon,

Cambs, PE28 2EA

Telephone: +44 (0)1371 85 [REDACTED]

E-mail: MDP-FOI-DP@mod.gov.uk

Our Ref: eCase: FOI 2022/14599

RFI: 282/22

Date: 5th January 2023

Dear [REDACTED]

**FREEDOM OF INFORMATION ACT 2000: MINISTRY OF DEFENCE POLICE:
SOFTWARE USED FOR FOI & SAR REQUESTS.**

We refer to your email dated 12th November 2022 to the Ministry of Defence Police which was acknowledged on the 14th November 2022.

We are treating your email as a request for information in accordance with the Freedom of Information Act 2000 (FOIA 2000).

In your email you requested the following information:

- 1) **Which software, if any, does the Force 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 Force annually?**

A search for information has now been completed and I can confirm that we do hold information in scope of your request.

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

FOI requests

e-Case

EIR requests

e-Case

DSAR requests

e-Case

Complaints

Centurian

Compliments

The Ministry of Defence Police do not use any software (other than standard Microsoft Office applications) for recording the complements of the force.

The processing or management of Safeguarding cases

The MOD Police would pass any Safeguarding cases to the local Home Office Police Force.

2) Who provides this software?

Fivium

3) What does it cost the Force annually?

Unknown due to being managed by the Ministry of Defence as a whole.

If you wish to complain about the handling of your request, or the content of this response, you can request 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.gov.uk).

Please note that any request for an internal review should be made within 40 working days of the date of this response.

If you remain dissatisfied following an internal review, you may raise your complaint directly to the Information Commissioner under the provisions of Section 50 of the Freedom of Information Act. Please note that the Information Commissioner will not normally investigate your case until the MOD internal review process has been completed. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. Further details of the role and powers of the Information Commissioner can be found on the Commissioner's website at <https://ico.org.uk/>.

Yours sincerely

MDP Secretariat and Freedom of Information Office