



Trade Remedies
Authority

Trade Remedies Authority
North Gate House, 4th Floor
21-23 Valpy Street
Reading
RG1 1AF

01 August 2023

Dear

Freedom of Information request: CRM

Thank you for your email of 21 July in which you requested the following information:

“Does your organisation use Customer Relationship Management (CRM) software?
(Example: HubSpot, Salesforce, Dynamics, Other, etc.)

- Yes
- No

2. If yes, please specify which CRM(s) are used by your organisation:

- HubSpot
- Salesforce
- Dynamics
- Other (Please specify)

3. What license level/subscription does your organisation have?

4. What is the annual cost of your CRM system(s)?

5. List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?

6. Does your organisation work with any external agencies to manage the CRM?

7. Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)

- Yes
- No

8. If yes, please specify which other systems your CRM(s) are integrated with.”

Under the Freedom of Information Act 2000 ('the Act'), you have the right to:

- know whether we hold the information you require
- be provided with that information (subject to any exemptions under the Act which may apply).

I can confirm that the Trade Remedies Authority does not use a CRM tool.

Appeals procedure

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original request and should be addressed to Knowledge and Information Management:

Knowledge and Information Management
Trade Remedies Authority
4th Floor, Northgate House
21-23 Valpy Street
Reading
London
RG1 1AF

Email: InformationRights@traderemedies.gov.uk

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliff House, Water Lane, Wilmslow, Cheshire, SK9 5AF

Yours sincerely,

Information Rights

Trade Remedies Authority

E: InformationRights@trade.remedies.gov.uk