

FOI 23/777

Dear

Thank you for your request of 16 October under the Freedom of Information Act. You requested:

- 1) *Do you use a social media management platform?*
- 2) *If so, what tools do you use?*
- 3) *How much do you spend annually on a Social media management tool?*
- 4) *Which month & year does your contract with your supplier end?*
- 5) *Do you use a social listening / media monitoring platform?*
- 6) *If so, what tools do you use?*
- 7) *How much do you spend annually on a social listening / media monitoring tool?*
- 8) *Which month & year does your contract with your supplier end?*
- 9) *Who is the senior officer in charge of these contracts?*

Please see our responses to your questions, numbered 1-9, below.

- 1) Yes
- 2) Sprout Social
- 3) The fee this year was \$13,298.40
- 4) 16/03/2024
- 5) Yes
- 6) Sprout Social
- 7) Included in the contract above, see answer to Q3.
- 8) Included in the contract above, see answer to Q4.
- 9) We do not have a named senior officer in charge of this contract. The contract is managed via our Commercial management team (ITCommercialManagement@mhra.gov.uk)

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 you receive this response and addressed to: info@mhra.gov.uk

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

If you were to remain dissatisfied with the outcome of the internal review, you would have the right to apply directly to the Information Commissioner for a decision. Please bear in mind that the Information Commissioner will not normally review our handling of your request unless you have first contacted us to conduct an internal review. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow

Cheshire
SK9 5AF

Or online via: <https://ico.org.uk/make-a-complaint/foi-and-eir-complaints/foi-and-eir-complaints/>

Yours sincerely

MHRA Customer Experience Centre

Communications and engagement team

Medicines and Healthcare products Regulatory Agency

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