



The Insolvency
Service

Information Rights Team
The Insolvency Service
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B4 6FD

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www.gov.uk/insolvency-service

[REDACTED]
[REDACTED]

Our ref: FOI25/26-050

Date: 4 July 2025

Dear [REDACTED]

Re: Freedom of Information Act 2000 (FOIA) Request

Thank you for your email of 11 June 2025 in which you requested from the Insolvency Service (the agency):

"The information that we require is as follows:-

- 1) Do you use a social media management platform?*
- 2) If so, what tools do you use?*
- 3) What is your annual spend on a Social media management tool?*
- 4) What dates does your contract with your current supplier end (in the format of [month/year])?*
- 5) Do you use a social listening / media monitoring platform?*
- 6) If so, what tools do you use?*
- 7) What is your annual spend on a social listening / media monitoring tool?*
- 8) What dates does your contract with your current supplier end (in the format of [month/year])?"*

Your request has been dealt with under the Freedom of Information Act 2000 (FOIA).

I can confirm the agency holds the information that you have requested, and I have provided answers to your questions below.

1) Do you use a social media management platform?

No

2) If so, what tools do you use?

None

3) What is your annual spend on a social media management tool?

There is no annual spend on a social media management tool.

4) What dates does your contract with your current supplier end (in the format of [month/year])?

N/A

5) Do you use a social listening / media monitoring platform?

Yes

6) If so, what tools do you use?

Vuelio

7) What is your annual spend on a social listening / media monitoring tool?

£19,500 but this also includes our media management system, which is separate.

8) What dates does your contract with your current supplier end (in the format of [month/year])?

28/02/2026

Complaints

If you are not satisfied with the response we have provided to you and would like us to reconsider our decision by way of an internal review (IR), please contact our Information Rights team within 40 working days of this letter at foi@insolvency.gov.uk or by post at:

Information Rights Team
The Insolvency Service
3rd Floor
Cannon House
18 Priory Queensway
Birmingham
B4 6FD
United Kingdom

You also have the right to contact the Information Commissioner's Office (ICO) if you wish for them to investigate any complaint you may have regarding our handling of your request. However, please note that the ICO is likely to expect an IR to have been completed in the first instance.

Yours sincerely

Information Rights Team
The Insolvency Service

The Department for Business and Trade, Official Receivers and the Adjudicator are Data Controllers in respect of personal data processed by the Insolvency Service. For the details about how personal data is processed by the agency, please see the full Insolvency Service Personal Information Charter here:
<https://www.gov.uk/government/organisations/insolvency-service/about/personal-information-charter>