



Freedom of Information Team
De La Court House
Queen Alexandra Hospital
Southwick Hill Road
Portsmouth
Hampshire
PO6 3LY

Name:
Email:
Date: 31/03/2022
Ref: 21-22 618

Dear

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act 2000, which was received by the Trust on 04/03/2022. Please see responses to your requests below.

As per my records, Freshworks cloud contract has expired. Can you please confirm whether this contract is still valid? If so, please share the latest contract information.

The Freshworks contract was renewed in December 2021, the current contract runs to 8th December 2022.

Please accept this letter as completion of your request. Please note that copies of this request will be held on file for three years before being confidentially destroyed.

If you are dissatisfied with the outcome of your request, please contact our Head of Information Governance on Information.Governance@porthosp.nhs.uk or write to the above address and we will conduct an internal review. Upon review, if you are still dissatisfied, you may appeal our decision by contacting the Information Commissioner's Office; for more information, please visit the [ICO's website](#).

Please be aware, if we do not receive an appeal within 30 days of you receiving this letter, we will assume that you are satisfied with our response. If you have any further queries, please do not hesitate to contact us.

Yours sincerely

Freedom of Information Team