

## Response

Please find attached the requested information.

In relation to the details of staff dealing with contracts, this is personal data which is exempt from disclosure. The Data Protection Act 1998 requires the processing of personal data to be fair and lawful.

It would be disproportionate for us to publically disclose the identity of these individuals given their position within the organisation unless there is a strong public interest in doing so. These individuals have a legitimate expectation that their personal details will not be disclosed unnecessarily as they are not public facing roles or roles that are senior enough to warrant their identities being made publically available. On balance, there is no legitimate public interest in disclosing their identity and it would not be fair to do so. This information is therefore exempt under section 40(2) of the Freedom of Information Act 2000. Please direct any queries to our contact centre: 0121 230 6666 or [info@gamblingcommission.gov.uk](mailto:info@gamblingcommission.gov.uk)

## Review of the decision

If you are unhappy with the service you have received in relation to your Freedom of Information request and wish to make a complaint or request a review of our decision, you should write to FOI Team, Gambling Commission, 4th floor, Victoria Square House, Victoria Square, Birmingham, B2 4BP.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided by the Gambling Commission. The ICO can be contacted at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF.

## Request

I would like to request information under the Freedom of Information Act.

Could you please send me contract information relating to Banking Services, Audit Services and Card Processing Services. If you do not understand what each of these mean please see below:

- **Banking Services-** contract information relating to the organisation banking services.
- **Audit Services (Financial) –** contract relating to assurance, tax and advisory services.
- **Card Processing Services / Merchant services-** a wide range of payment processing options. Most automatically associate **merchant services** with debit and credit card processing

Can you please provide me with the following contract information for each of the contract category specified above:

1. **Contract Category:** Please see select from the categories provided; Banking Services; Financial Audit Services; Card Processing Services
2. **Existing Supplier** Name for each contract

3. **Contract Description:** Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.
4. **Annual Average Spend** for each contract
5. **Contract Duration:** What is the duration of the contract please include any available extensions within the contract.
6. **Contract Start Date:** What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
7. **Contract Expiry:** What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
8. **Contract Review Date:** What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY
9. **Contract Details:** I require the full contact details of the person within the organisation responsible for this particular software contract.
10. **Notes:** Please provide me with any further information with regards to this contract this could include any contract extension available as well as information on renewals or plans for future tenders.