

Response

Thank you for your request under the Freedom of Information Act 2000

The Commission does not use BACS payments or Direct Debit collection software (although we do accept BACS payments into our corporate account which is provided by Barclays).

In addition to BACS, we accept payment by cheque and we also process card payments.

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 am writing to you under the Freedom of Information Act 2000 to request the following information from Finance (Accounts Receivable/Payable) and IT (Information Technology):

- Who provides the organisations BACS payments and Direct Debit collection software?
- Please provide a list of your suppliers of the above software.
- How you came to the decision to choose these companies?
- Are these solution(s) hosted on premise or cloud hosted?
- Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.
- When does your current contract(s) with BACs payment and direct debit collection software expire?
- Will this service(s) be tendered and if so where?
- What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?
- With whom does the organisation hold its primary bank account?
- Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?

- What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).
- Who is the person responsible for BACS processing and Direct Debit collection software?
 - o Name
 - o Position
 - o Telephone Number
 - o Email

Please provide the information below each question, signifying your response(s) by a change of font or highlighted text, spaced between other questions.

If it is not possible to provide the information requested due to the information exceeding the cost of compliance limits identified in Section 12, please provide advice and assistance, under your Section 16 obligations, as to how I can refine my request to be included in the scope of the Act.

In any case, if you can identify ways that my request could be refined please provide further advice and assistance to indicate this. I look forward to your response within 20 working days, as stipulated by the Act.

If you have any queries please don't hesitate to contact me via email or phone and I will be happy to clarify what I am asking for, my details are outlined below.

Many thanks.