

**From:** [Robert Gairey](#) on behalf of [Enquiries](#)  
**To:**  
**Cc:** [Enquiries](#)  
**Subject:** 05 23 01 FOI Request for CRM  
**Date:** 25 July 2023 12:04:27

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Dear

Thank you for your email, in which you formally request information in regards to CRM.

When dealing with requests for information made under the Freedom of Information Act 2000 (the 'Act'), Estyn's obligations include:-

1. Confirming or denying whether it holds information of the description specified in the request; and
2. Communicating the information requested to the applicant.

There are a number of exemptions under the Act that impact these obligations. Estyn is required to consider whether an exemption applies in the context of the information being released into the public domain, not just in the context of the information being released to the particular applicant that has requested the information.

If Estyn releases information in response to a Freedom of Information request, this is essentially a decision that the information can be released in response to any similar request from any member of the public.

In response to your request, I can confirm that Estyn does not use Customer Relationship Management (CRM) software.

If you are not satisfied with the decision Estyn has taken regarding your request for information, you are entitled to request that we review the matter. Your request for a review should be addressed to the Feedback and Complaints Manager, and received no later than 20 working days after the date of this communication.

If you are still not satisfied, you also have a right to complain to the Information Commissioner through their website:

<https://ico.org.uk/about-the-ico/who-we-are/wales-office/>

Telephone: 0303 123 1113

Email: [enquiries@ico.gsi.gov.uk](mailto:enquiries@ico.gsi.gov.uk)

Yours sincerely

Robert Gairey  
Swyddog Arweiniol Cyhoeddiadau / Lead Officer: Publications

Estyn

Arolygiaeth Ei Fawrhydi Dros Addysg A Hyfforddiant yng Nghymru His Majesty's Inspectorate For Education and Training in Wales

Cyfeiriad: Llys Angor, Heol Keen, Caerdydd, CF24 5JW

Address: Anchor Court, Keen Road, Cardiff, CF24 5JW Ffôn Estyn/Estyn Phone: 02920 446309

E-bost/E-mail: [robert.gairey@estyn.gov.wales](mailto:robert.gairey@estyn.gov.wales)

Gwefan/Website: [www.estyn.llyw.cymru](http://www.estyn.llyw.cymru) / [www.estyn.gov.wales](http://www.estyn.gov.wales) Mae Estyn yn croesawu gohebiaeth yn Gymraeg a Saesneg. Bydd gohebiaeth a dderbynnir yn y naill iaith neu'r llall yn cael yr un flaenoriaeth.

Estyn welcomes correspondence in both English and Welsh. Correspondence received in either language will be given equal priority.

Dilynwch @EstynAEF / Follow @EstynHMI

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**From:**

**Sent:** 21 July 2023 15:10

**To:** Enquiries <Enquiries@estyn.gov.uk>

**Cc: Subject:** FOI Request for CRM

RHYBUDD: Deilliodd yr e-bost hwn o du allan i system E-bost ESTYN. Peidiwch ag ateb, na chlicio ar ddolenni nac agor atodiadau oni bai eich bod yn adnabod cyfeiriad e-bost yr anfonwr ac yn gwybod bod y cynnwys yn ddiogel. WARNING: This email originated from outside ESTYN's email system. Do not reply, click links or open attachments unless you recognise the sender's email address and know the content is safe.

Dear Sir/Madam,

I am writing to you under the Freedom of Information Act 2000 to request the following information:

Does your organisation use Customer Relationship Management (CRM) software? (Example: HubSpot, Salesforce, Dynamics, Other, etc.)

- Yes
  - No
2. If yes, please specify which CRM(s) are used by your organisation:
- HubSpot
  - Salesforce
  - Dynamics
  - Other (Please specify)
3. What license level/subscription does your organisation have?
4. What is the annual cost of your CRM system(s)?

5. List any job roles by (job title) within your organisation that communicate with contacts via the CRM(s) system?

6. Does your organisation work with any external agencies to manage the CRM?

7. Does your CRM integrate with other systems within your organisation? (Example: finance systems, Other CRM Systems, etc.)

- Yes
- No

8. If yes, please specify which other systems your CRM(s) are integrated with:

Please provide the information in the form word document.

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 the Section 16 obligations of the Act, as to how I can refine my request.

If you can identify any ways that my request could be refined, I would be grateful for any further advice and assistance.

If you have any queries, please don't hesitate to contact me via email or phone, and I will be very happy to clarify what I am asking for and discuss the request.

Thank you for your time, and I look forward to your response.

Best Regards,

Click [here](#) to report this email as spam.