



National Audit Office

The UK's independent public spending
watchdog

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Reference FOI-1645

Date 08 August 2023

HOSTING CONTRACTS

Thank you for your request of 28 July 2023 for information about the National Audit Office's (NAO) hosting contracts. We have handled your request under the terms of the Freedom of Information Act 2000 (FOIA).

We can confirm that we hold the information you have requested. Your request is set out in **Annex A** for your reference, and we have provided our response to each point in an Excel spreadsheet attached with this letter.

Annex B provides details of the exemption we have applied to your request.

Annex C sets out the steps you may wish to take if you are not satisfied with the way we have handled your request for information under FOIA.

I hope you find this response helpful.

Yours sincerely,

NAO FOI Team



Annex A

Request for information about NAO's hosting contracts:

(Your request is in italics and our response below)

As per my records, the hosting contract below has expired. I would like to know whether this contract is still valid or replaced by any other supplier.

Cloud	Financial Force Salesforce Platform
Cloud	Flyform Ltd
Cloud	XCD Salesforce Platform
Cloud	Softcat

If all the information besides the contract dates are the same, I am happy to just receive an update on the contract dates

Below highlighted original FOI request for your reference only.

I wish to submit a request to the organisation around their hosting contract(s) with 3rd party providers.

The type of contract I wish to see is below:

- 1. Dedicated hosting- Managed environment*
- 2. Co-Location- hosting allows a business to still own their own server equipment; however, instead of storing it in their own data centre, they instead are able to store it in rented space in a colocation hosting centre.*
- 3. Cloud Hosting- [Cloud hosting services](#) provide hosting for websites on virtual servers, which pull their computing resources from extensive underlying networks of physical web servers.*

Not all of these will be applicable to the organisation.

For the different types of hosting services, can you provide me with the following information:

- 1. Type of hosting – Dedicated, Co-Location, Cloud Hosting, Other?*
- 2. Who is the supplier of the contract? If possible can you also provide me with the name of the vendor, if applicable?*
- 3. What is the annual contract value for each contract?*
- 4. What type of cloud environment?*
 - Private Cloud-** *a distinct and secure cloud based environment in which only the specified client can operate.*
 - Public Cloud -** *where cloud services are provided in a virtualized environment, constructed using pooled shared physical resources, and accessible over a public network such as the internet.*
 - Hybrid-** *integrated cloud service utilising both private and public clouds to perform distinct functions within the same organisation.*
- 5. What is the original start date of the contract agreement? If there are more than one contract please provide me with the start date for each contract.*
- 6. What is the actual expiry date of the contract agreement? If there are more than one contract please provide me with the expiry date for each contract.*
- 7. When will the organisation plan to review this contract? If there are more than one contract please provide me with the review date for each contract.*
- 8. What is the contract period in years? Please include whether the agreement has any extension periods?*
- 9. What services are provided under the contract? Please do not put hosting information such as web hosting, file storage, hosted application. The more information the better,*
- 10. Can you please provide me with the contract officer responsible for this contract? Complete contact details if possible name, title, contact email and number.*

NAO response:

We have provided the information we hold in an Excel spreadsheet attached with this response.

Annex B

Section 40, Freedom of Information Act 2000 – Personal information

Section 40, paragraphs 1-4, of the Freedom of Information Act 2000 (FOIA) provides that:

(1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.

(2) Any information to which a request for information relates is also exempt information if—

(a) it constitutes personal data which does not fall within subsection (1), and

(b) the first, second or third condition below is satisfied.

(3A) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act—

(a) would contravene any of the data protection principles, or

(b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.

(3B) The second condition is that the disclosure of the information to a member of the public otherwise than under this Act would contravene Article 21 of the GDPR (general processing: right to object to processing).

(4A) The third condition is that—

(a) on a request under Article 15(1) of the GDPR (general processing: right of access by the data subject) for access to personal data, the information would be withheld in reliance on provision made by or under section 15, 16 or 26 of, or Schedule 2, 3 or 4 to, the Data Protection Act 2018, or

(b) on a request under section 45(1)(b) of that Act (law enforcement processing: right of access by the data subject), the information would be withheld in reliance on subsection (4) of that section.

Reasons why we have applied this exemption

We are not obliged, under Section 40(2) of the FOIA, to provide personal information of another person if releasing it would contravene any of the provisions of the Data Protection Act 2018.

We believe the release of the direct contact details of an individual National Audit Office officer would contravene the first data protection principle, which is that the processing of personal data must be lawful, fair and transparent. Processing in this context includes disclosure and therefore we consider section 40(2) is engaged.

In this instance we do not believe it would be fair to the individual officer to disclose their personal information. This exemption is absolute and is not subject to the public interest test.

We have therefore withheld individual contact details from the spreadsheet.

Annex C

Statement of Policy

Our policy is to respond to requests made under the Freedom of Information Act 2000 as helpfully and promptly as possible, having regard to the principles set out in the Act. I therefore hope you are happy with the way we have handled your request. If you are not, then you should take the following steps.

In the first instance, within 40 working days, write to the National Audit Office Freedom of Information (FOI) Team at FOI@nao.org.uk or by post to:

FOI Team, Green 2, National Audit Office, 157-197 Buckingham Palace Road, London, SW1W 9SP

The Head of FOI will arrange a review, which will be conducted by a senior member of staff who was not involved in decisions relating to your original request. Once the review has been completed, we will write informing you of the outcome.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The primary way of escalating your concerns to the Information Commissioner is at: www.ico.org.uk/foicomplaints

Alternatively you can contact the ICO at <https://ico.org.uk/> or Information Commissioner's Office Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF.