



## FREEDOM OF INFORMATION REQUEST

Please note the text of this request has been reproduced exactly as received.

**FOI Reference number: FOI 31/2023**

**Date: 28 July 2023**

### **Request:**

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:

### **Answer:**

The Northern Ireland Policing Board does not use a Customer Relationship Management (CRM) software .

If you have queries about this request or the decision please contact the Board quoting the reference number above. If you are unhappy with the service you have received and wish to make a complaint or request a review you should contact the Board's Chief Executive -

Via Email: [foi@nipolicingboard.org.uk](mailto:foi@nipolicingboard.org.uk)

Or in writing at the following address:

Northern Ireland Policing Board  
James House  
Block D  
2 – 4 Cromac Avenue  
The Gasworks  
Belfast  
BT7 2JA

You should contact the Board within 40 working days of this response.

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner. Generally, the Information Commissioner's Office cannot investigate or make a decision on a case unless you have exhausted the complaints procedure provided by the Board. The Information Commissioner can be contacted at the following web link –

[www.ico.org.uk/foicomplaints](http://www.ico.org.uk/foicomplaints)

or in writing at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
SK9 5AF

Telephone: - 0303 1231114

Email: - [ni@ico.org.uk](mailto:ni@ico.org.uk)

Please be advised that Policing Board replies under Freedom of Information may be released into the public domain via our website @ [www.nipolicingboard.org.uk](http://www.nipolicingboard.org.uk).

Personal details in respect of your request have, where applicable, been removed to protect confidentiality.