

PBNI Disclosure Log – Response to Request

Request Reference: 023.07.04

Date of Request: 21 July 2023

Date of Response: 26 July 2023

Request

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.

Response

The Probation Board for Northern Ireland does not use any CRM software.

If you have any queries about this letter, or if you feel I have misinterpreted your request please

contact me. Please remember to quote the reference number above in any future communications.

If you are unhappy with the way PBNI has handled your request, you may ask for an internal review using our complaints procedure. A copy of our [complaints procedure](#) is available on our website www.pbni.org.uk.

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 Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Please note that PBNI publishes responses to requests for information on its website where we believe there may be a wider public interest. If requests are published they are anonymised i.e. details of the requester are not published.