



University of East Anglia

Information Services Directorate

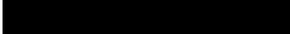
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29 April 2016

Dear 

**Freedom of Information Act 2000 – Information Request (Our Ref: FOI\_16-087)**

We have now considered your request of 01 April 2016 for contract information relating to the University's Banking Services, Audit Services and Card Processing Services. As we have not as yet received any response to our request for clarification sent to you on 15 April 2016, we are proceeding on the basis of our understanding of your email of 08 November 2015 clarifying a similar request from you last year.

As requested, our response is provided in the spreadsheet which accompanied your request. Please see accompanying file entitled 'Appendix A\_Data file\_FOI\_16-087.xlsx'.

It is not possible, however, to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold information regarding both the review and expiry date relating to the contract with Blackbaud Merchant Services. This is due to the fact that the contract with that firm is an indefinite rolling contract with neither an expiry date nor a review date.

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You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website: [https://ico.org.uk/Global/contact\\_us](https://ico.org.uk/Global/contact_us), or by telephone on 0303 123 1113.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

David Palmer  
Information Policy and Compliance Manager  
University of East Anglia