



University of East Anglia

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[REDACTED]

11 December 2017

Dear [REDACTED]

Freedom of Information Act 2000 – Information request (ref: FOI_17-297)

We have now considered your request of 05 December 2017 for information relating to payment providers.

Our response is on page 2 of this letter, together with a copy of your request.

We hope this information will meet your requirements, however if you are not satisfied you have the right of appeal. 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, or by telephone on 0303 123 1113.

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

Yours sincerely

Dave Palmer
Information Policy and Compliance Manager
University of East Anglia

Response to Freedom of Information Act 2000 request (FOI_17-297)

Who is the current provider of your institutions solutions for enabling payments to be made for items such as courses, tuition fees, accommodation, merchandise, short course, miscellaneous etc. - via the following payment channels, if applicable?:

- *Online payments / payment portals? (Possibly linked to the University website or otherwise)*

WPM Education Ltd

- *Online store / eShop?*

WPM Education Ltd

- *Face to face (Credit & Debit Card)?*

Internal cashiers

- *Staff assisted telephone?*

Internal cashiers

- *Automated telephone?*

Not applicable – no such system.

If more than one provider exists, please specify and also answer the following 4 questions per provider:

- *What is the department and contact information of the person(s) responsible for these services?*

There is only one provider. The responsible department is the Finance Division and the appropriate contact is the Director of Finance (contact details available online at <https://portal.uea.ac.uk/finance/contacts>).

- *What is the current contract end date(s)?*

Not applicable; the contract is ongoing and therefore does not have an end date.

- *What is the value (in £) of these individual contracts, broken down into up-front and annual costs?*

Up-front contract cost is £20,000 + VAT, with an annual cost £40,000 + VAT.

- *Does the University believe that the current provider(s) / solution(s) is fully Payment Card Industry ('PCI') compliant? (Y/N)*

Yes.