

Derby City Council – Response
ID Reference FOI932995329
Date 19/04/2024

Information Requested	Response
1) Do you use a tool for live chat/ web chat?	No
2) If so, which supplier do you use for this tool?	Information not held.
3) How much do you spend annually on a live chat/ web chat tool?	Information not held.
4) Which month & year does your contract with your supplier end?	Information not held.
5) Who is the budget holder for this contract?	Information not held.

**Please note, the following applies, if the response includes council officers (or other officers) names.**

If you are a company that intends to use the names and contact details of council officers (or other officers) provided for direct marketing, you need to be registered with the Information Commissioner to process personal data for this purpose. You must also check that the individual (whom you wish to contact for direct marketing purposes) is not registered with one of the Preference Services to prevent Direct Marketing. If they are you must adhere to this preference. You must also ensure you comply with the Privacy Electronic and Communications Regulations (PECR). For more information follow this Link [www.ico.org.uk](http://www.ico.org.uk)

For the avoidance of doubt the provision of council (and other) officer names and contact details under FOI does not give consent to receive direct marketing via any media and expressly does not constitute a 'soft opt-in' under PECR.