

Derby City Council – Response
ID Reference FOI462171923
Date 08/04/2025

Information Requested	Response
<p>1. The name(s) of the payment solution provider(s) your authority uses for:</p> <ul style="list-style-type: none"> • Online payments (e.g., websites to allow payment). • In person payments (e.g., card machines at council offices or leisure centres). • Telephone payments (e.g., automated or agent-assisted payments). • Direct Debit processing. • Any other payment processing solutions used within your authority. 	<p>Online payments (e.g., websites to allow payment).</p> <ul style="list-style-type: none"> • Civica UK Limited • Debit Finance Collections PLC • Spektrix Ltd • Chipside Ltd <p>In person payments (e.g., card machines at council offices or leisure centres).</p> <ul style="list-style-type: none"> • Civica UK Limited • Debit Finance Collections PLC • Spektrix Ltd • Lloyds Cardnet/Merchant Rentals • Sum Up • Bibliotheca Limited • Parksafes Systems Limited <p>Telephone payments (e.g., automated or agent-assisted payments).</p> <ul style="list-style-type: none"> • Civica UK Limited • Debit Finance Collections PLC • Spektrix Ltd <p>Direct Debit processing.</p> <ul style="list-style-type: none"> • Paygate <p>Any other payment processing solutions used within your authority.</p> <ul style="list-style-type: none"> • PayPoint

2. Would you recommend these solutions based on your experience?	This is not a valid request. The Freedom of Information Act 2000 entitles applicants to information held in electronic or paper records not Council/officers opinions.
3. A relevant contact within your organisation who could discuss these solutions further.	<p>Lee Haynes, Head of Digital Enablement and Automation</p> <p>Lee.haynes@derby.gov.uk</p> <p>However, as advised in Q2 the Act does not cover officer opinions just information held, therefore, please submit a new information request for any additional information required about the systems.</p>

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

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.