

05/12/2022

Dear Requester,

FOI 1786

Thank you for your Freedom of Information request. Please note, this is a cross-site response for Bedford site and Luton site.

You asked:

- 1. What telephone system does the organisation use?** Luton: Sopho, Hipath4k, Unify OSV
Bedford: Hipath 4K, Skype for business
- 2. How many users use the telephone system?** Approx 5000 both sites
- 3. Is the telephone system cloud based?** On-premise
- 4. When will the organisation next review their telephony contracts?** 2024 approx
- 5. Who is the main network provider the organisation uses for its mobile phones?** EE & Vodafone
- 6. How many employees have a mobile phone supplied by the organisation?** Approx. 1700
- 7. What is the date that the organisation will next review its main mobile phone contract?** All rolling due to different date starts on phone individual contract start dates
- 8. What Video Conferencing Solutions does the organisation use?** Poly and Cisco Webex
- 9. Does the organisation run webinars or online events?** Yes, MS Teams
- 10. Does the organisation provide "click to chat" functionality on its website?** No

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Please note that the Trust has a formal internal review and complaints process which is managed by the Information Governance Manager/Data Protection Officer. Should you have any concerns with our response, you can make a formal request for an internal review. Requests *for internal review* should be submitted within three months of the date of receipt of the response to your original letter, and should be addressed to: dataprotectionofficer@ldh.nhs.uk. This option is available to you for up to three calendar months from the date your response was issued.

If you are not satisfied with the Trust review under the Freedom of Information Act 2000 you may apply directly to the Information Commissioners Officer (ICO) for a review of your appeal decision. The ICO can be contacted at: ICO, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF www.ico.org.uk

Yours sincerely,

FOI Officer

Bedfordshire Hospitals NHS Foundation Trust