

Responded to Request 07 August 2023

1. Information regarding Clydebank Housing Association's spending on Salesforce products between the dates 1st August 2019 to 1st August 2023.

Clydebank Housing Association does not use any of the Salesforce suite of products, including Pardot, Tableau or Mulesoft.

Right to seek a review

If you have made a request and are unhappy with the response from us (or have not had a response), you have the right to request a review from us. You can do this by calling, writing to us or emailing foi@clydebank-ha.org.uk.

Please note:

- Your request must be in a recordable format (email, letter, audio tape etc.)
- You have 40 working days upon receipt of this letter to ask for a review.
- You will receive a full response to your review request within 20 working days of its receipt.
- Please quote the reference number above in any future communications.

Appealing to the Commissioner

If you have already been through the two steps of making your request and requesting a review and are still not happy, you can appeal to the Scottish Information Commissioner

You must submit your complaint to the Commissioner within 6 months of receiving our review response.

You can request an appeal by accessing the **Online Appeal Service** on the Commissioners' website www.itspublicknowledge.info/Appeal. This is the best way to make an appeal, it provides help in real time and collects exactly what the Commissioner needs so they can investigate your case quickly.

If you don't wish to appeal online, you can contact the Commissioner. Your appeal must be in a format that can be kept for future use, e.g. in writing, by email or a recording on an audio or video tape.

Send your appeal by email

If you want to send your appeal by email, you should send your email to enquiries@itspublicknowledge.info

Send your appeal by post

If you want to send your appeal by post, you should send your letter to:

Office of the Scottish Information Commissioner

Kinburn Castle

Doubledykes Road

St Andrews

Fife

KY16 9DS

If you need help making an appeal you can contact the Commissioner's Office:

E-mail: enquiries@itspublicknowledge.info

Telephone: 01334 464610

You can find further information on making an appeal on the Commissioner's website.

Website www.itspublicknowledge.info

Further information about your rights and accessing information is available on our website in the Freedom of Information Section.