



**The Clatterbridge  
Cancer Centre**  
NHS Foundation Trust

Clatterbridge Road  
Bebington  
Wirral  
CH63 4JY

Tel: 0151 556 5000  
Web: [www.clatterbridgecc.nhs.uk](http://www.clatterbridgecc.nhs.uk)

Date: 15<sup>th</sup> March 2018

**Re: Freedom of Information Request**  
**Ref: 28- 2018**

Thank you for your email dated 17th February 2018 requesting information regarding social media.

The information that you require is as follows:

**1 Does your organisation have a Facebook Page(s)? If yes, what is/are the url(s) and when were they set up?**

**Yes - <https://www.facebook.com/ClatterbridgeOfficial/> - Set up in January 2010.**

**2. Does your organisation advertise or spend any money on Facebook? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2004?**

**No**

**3. Does your organisation have a Twitter Account? If yes, what is/are the url(s) and when were they set up?**

**Yes - <https://twitter.com/CCCNHS> - Set up in March 2013.**

**4. Does your organisation advertise or spend any money on Twitter? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since 2006?**

**No**

**5. Does your organisation use Google G-Suite services (Google services) or does your organisation rely on google for any services (such as email hosting)? If yes, what are the services, when were they agreed and how much did they cost?**

**Yes, email hosting for our YouTube channel when created in February 2014 and Google Analytics. No cost.**

**6. Does your organisation advertise or spend any money on Google? If yes, please can you outline what expenditure has occurred and break down expenditure per calendar year (January to December) since the payments first began?**

**No**

**7. Is there an official policy for the use of organisational Facebook or Twitter Accounts (i.e. how to post, what to use it for and when to delete or preserve records)? If there is a policy (or policies) please may I be provided with them?**

**Yes - Social Media Policy V3.0 (available upon request)**

Should you require any further information please do not hesitate to contact me on the email address provided below.

Please remember to quote the reference number above in any future communications.

If you are dissatisfied with the handling of your request, you have the right to ask for this to be investigated internally.

If you are dissatisfied with the information you have received, you have the right to ask for an internal review.

Both processes will be handled in accordance with our Trust's Freedom of Information Policy and the Freedom of Information Act 2000.

Internal investigation and internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: Freedom of Information Review, The Clatterbridge Cancer Centre NHS Foundation Trust, Clatterbridge Road, Bebington, Wirral, CH63 4JY

If you are not satisfied with the outcome of the internal investigation/review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

**In order for us to ensure customer satisfaction and to monitor compliance with the Freedom of Information Act 2000, we would be grateful if you could take a couple of minutes to complete a short feedback form via the link below:**

**<https://www.surveymonkey.co.uk/r/H39RFMM>**