I am writing on behalf of Chris Daniels to respond to your information request:

1. Does the Council use Cloud computing services? Yes

2. If so, which Cloud computing service and provider are being used? Microsoft, Amazon, other providers

3. If known, in which country is the Cloud computing service’s servers located? UK-based, Ireland, spread across global server networks

4. What measures are taken to ensure that content stored on the Cloud is compliant with the Data Protection Act? Contractual commitments, information security risk assessments, and consequent negotiations.

5. Did the Council request specific terms and conditions? Only if appropriate and necessary to ensure sufficient information security protection levels

6. Does the Cloud computing service that is being used comply with the EU’s standard contractual terms? Yes

If you are unhappy with the information we have provided in response to your request please write to:

    Information Management Team Manager
    Royal Borough of Windsor & Maidenhead
    Town Hall, St Ives Road
    Maidenhead
    SL6 1RF

or send an e-mail to martin.tubbs@rbwm.gov.uk

We are proud to be one of the leading authorities in England for consistently responding to information requests within the 20 working days set down by statute. Information about our performance and summaries of requests received can be found on our website:

    http://www.rbwm.gov.uk/web/foi_information_requests.htm

We are keen to hear about your experience with the Information Management Team here at the Royal Borough of Windsor & Maidenhead and look forward to receiving any comments you have about the way your information request was processed.

Please send any feedback to the Information Management Team Manager either by e-mail martin.tubbs@rbwm.gov.uk or in writing to the address above.

Yours sincerely

Chris Daniels
Information Management Officer
Information Management Feedback Form

FOI65664

1) How would you rate our performance in relation to processing your request:
   Excellent   Good   Fair   Poor

   If you have answered Fair or Poor please suggest how we can improve:

   

2) Did you receive the response to your request within the advised timescale? Yes/No
3) Did the response meet your needs? Yes/No
   If No, why was that?

   

4) Prior to submitting your request did you search RBWM’s website? Yes/No
   If Yes, why did you then need to submit a request (Highlight all that apply)?
   
   ▪ Information required not found
   ▪ Information found out of date
   ▪ Information not in required format
   ▪ Information insufficient to meet need
   ▪ Other please specify:

   

If No, why was that?

5) Please add any further comments that would help us improve our service:

Thank you for taking the time to complete this form – your feedback is appreciated.