

18 February 2021

**Our Ref:** RFI 37393

Dear

**Freedom of Information Act 2000  
Information in relation to Payroll Software**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 25 January 2021 following your response issued from the Trust 22 January 2021.

The Business Service Organisation (BSO) has been established to provide a broad range of regional business support functions and specialist professional services to the Health & Social Care sector in Northern Ireland.

BSO provide the payroll service for all Health & Social Care Trusts regionally and so you should direct your request to BSO who are best placed to answer all of your questions in regard to the software supplier, contract, costs etc.

If you would like to pursue your request I suggest you contact BSO on [foi.bso@hscni.net](mailto:foi.bso@hscni.net)

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Assistant**