

FOI number: **HBC_FOI_20200651**
Date FOI Received: **14/11/2020**
Department: **Parking Services**
Title: **Software for parking permits**
Description: **Software for parking permits**

Request: (As Redacted sent by requestor)

Can you confirm that you use the company (listed below) for your software for parking permits.

The company that has created and maintains Si-Dem, the software historically responsible for managing permits, is Conduent Parking Enforcement Solutions Ltd.

If not then which software/supplier you use for parking permits

Response: (Response as Redacted sent by service)

The parking system provider which processes our permits is Civica PLC.

If you have any queries about the processing of your request then please do not hesitate to contact me. Further information explaining the Council's process for responding to information requests together with a complaints/appeals procedure is available in our reception or via our website at:

<https://www.hertsmere.gov.uk/Your-Council/Official-Publications--Guides--Policies/Access-to-Information.aspx>

The Information Commissioner oversees the application of the Freedom of Information Act. You may contact the Information Commissioner at:

Information Commissioners Office
Wycliffe House, Water Lane
Wilmslow
Cheshire SK9 5AF
Telephone: 01625 545700
Website: www.informationcommissioner.gov.uk

Please include the above reference number on all correspondence related to this request.

Thank you for your request.

Kind regards

Information Services

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