

250909 (196) FOI Social Media

From: [Freedom of Information](#)
To: [REDACTED]
Cc: [Freedom of Information](#)
Subject: Freedom of Information Request
Date: 09 September 2025 16:04:57
Attachments: [REDACTED]

Dear [REDACTED]

Thank you for your Freedom of Information request of 17 August 2025. We are responding to you under the Freedom of Information (Scotland) Act 2002 [FOISA].

FOI REQUEST (17 August 2025)

Under the Freedom of Information (Scotland) Act 2002, please provide:

1. Details of any software/platforms currently used to manage your organisation's social media accounts.
2. The annual cost of these tools.
3. The contract expiry date(s) for these tools.
4. Details of any software/platforms used for social listening or media monitoring.
5. The annual cost of these tools.
6. The contract expiry date(s) for these tools.
7. The name and role of the person responsible for overseeing these contracts.

Please supply the information in electronic format.

RESPONSE

1. We have not provided the name of the software system used to manage social media accounts and apply Section 35(1)(a) of FOISA.
2. The annual cost this system is £530.39 (including VAT)
3. The current contract expiry date is 18 April 2026.
4. We have not provided the name of the software system used for social media monitoring and apply Section 35(1)(a) of FOISA. SOSE do not use any platform for social listening.
5. The annual cost of this system is £6540 (excluding VAT)
6. The current contract expiry date is 28 February 2027.
7. The person responsible for overseeing contracts is [REDACTED] Head of Communications and Marketing.

USE OF FOISA SECTION 35(1)(a) - PREVENTION OR DETECTION OF CRIME.

As indicated above, SOSE is unable to disclose some of the information requested into the public domain and applies Section 35(1)(a) exemption of the Freedom of Information (Scotland) Act 2002 [FOISA] - prevention or detection of crime.

Public interest

Section 35 is a qualified exemption, and we are required to consider the public interest test when applying any qualified exemption. This means we must consider if there is a greater public interest in disclosing the information than there is in withholding it.

Considerations in favour of disclosing the information included balancing public interest in transparency and accountability, with disclosure of specific information about SOSE software systems. However, release of specific systems information or other information that could identify SOSE's software systems would make SOSE vulnerable to crime; namely, a malicious attack on SOSE IT systems. As such, we have concluded that release of this information could prejudice the prevention or detection of crime, by making SOSE IT systems more vulnerable to hacking, therefore facilitating the possibility of a criminal offence being carried out. There is therefore an overwhelming public interest in keeping SOSE IT systems secure by non-disclosure, and this outweighs any benefits of information release. It has therefore been decided that the balance of the public interest lies clearly in favour of withholding the information on this occasion.

Please note that this decision does not imply that you intend to engage in any criminal or malicious activities. However, as FOISA is an open access regime, this exemption has been applied to protect SOSE.

You have the right to request a review of the way in which this request has been processed. Should you wish to exercise this right, you will need to contact us within 40 working days of receipt of this email.

If you remain dissatisfied on completion of the review, you have the right to appeal to the Office of the Scottish Information Commissioner and thereafter to the Court of Session on a point of law only:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Telephone: 01334 464610
www.foi.scot
or for online appeals:
www.foi.scot/appeal

Regards,
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