



Loch Lomond & The Trossachs National Park Authority
Carrochan
Carrochan Road
Balloch

Ref: FOI 2024-019
Date: 28th June 2024

Dear

REQUEST UNDER FREEDOM OF INFORMATION (SCOTLAND) ACT 2002

Thank you for your email of 3 June 2024, in which you have asked for access to information held by the Loch Lomond & The Trossachs National Park Authority.

Request 1

Do you use a social media management platform?

Response: Yes

Request 2

If so, what tools do you use?

Response: Sprout Social.

Request 3

What is your annual spend on a social media management tool?

Response: £4,716

Request 4

What dates does your contract with your current supplier end (month & year)?

Response: 31st March 2025

LOCH LOMOND & THE TROSSACHS NATIONAL PARK AUTHORITY

National Park Headquarters, Carrochan, Carrochan Road, Balloch, G83 8EG Long: 4°34'24"W Lat: 56°00'12"N

t: 01389 722600 f: 01389 722633 e: info@lochlomond-trossachs.org w: lochlomond-trossachs.org

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Request 5

Do you use a social listening / media monitoring platform?

Response: No

Request 6

If so, what tools do you use?

Response: n/a

Request 7

What is your annual spend on a social listening / media monitoring tool?

Response: n/a

Request 8

What dates does your contract with your current supplier end (month & year)

Response: n/a

Request 9

Who is the senior person responsible for managing these contracts?

Response: Strategic Communications Manager

Yours sincerely

Information Management

Loch Lomond and the Trossachs National Park Authority

Review Procedure

If you are dissatisfied with this decision, or the way in which the Authority has dealt with your request, you are entitled to require the Authority to review its decision. Please note that in order for a review to take place you are required to:

- Send your request for review in writing, setting out in full the reasons why you are requesting a review.
- Submit your review request within 40 working days of either the date on which you received a response from the Authority or the date by which you should have received a response under the terms of the Freedom of Information (Scotland) Act 2002, whichever is the later.
- address your review request to:

Information Manager
Loch Lomond & The Trossachs National Park Authority
National Park Headquarters
Carrochan
Carrochan Road
Balloch
G83 8EG
E-mail: info@lochlomond-trossachs.org

The review will be handled by staff who were not involved in the original decision. You will receive notice of the result of your review within 20 working days.

If you are not satisfied with the response to your request for review, you can contact the Scottish Information Commissioner, the independent body which oversees the Freedom of Information (Scotland) Act 2002, at:

Scottish Information Commissioner
Kinburn Castle
Doubledykes Road
St Andrews
Fife
KY16 9DS
Tel: 01334 464610
Website: www.itspublicknowledge.info
E-mail: enquiries@itspublicknowledge.info