

22 March 2023

Information Rights & Compliance Team
99 Waverley Road
St Albans
Hertfordshire
AL3 5TL

Tel: 01727 804954
Email: Hpft.foi@nhs.net

Our Ref: FOI/04601

Thank you for your request concerning SMS messages to patients.

Your request has been considered and processed in accordance with the requirements of the Freedom of Information (FOI) Act 2000.

1. **Does your Trust use gov.notify for sending text/SMS messages to patients' mobile phones?**

No

2. **Does your Trust use any other third party provider / data processor to send text / SMS messages to patients' mobile phones? If so please identify the provider / processor.**

Envoy Messaging (Healthcare Communications)
MessageBird (via Phillips as part of Digital outcomes solution)

3. **Does your Trust use any in house application or system to send text / SMS messages to patients' mobile phones? If so please identify the application / system.**

No

4. **Please provide a copy of any Data Protection Impact Assessment completed for any activity covered by positive answers to questions 1-3 above.**

Please see attached our DPIA 117 – Due Diligence Screening.

Should you require further clarification, please do not hesitate to contact me.

Please find enclosed an information sheet regarding copyright protection and the Trust's complaints procedure in the event that you are not satisfied with the response.

Yours sincerely

Sue Smith

Sue Smith
Information Rights Officer

Enc: Copyright Protection and Complaints Procedure Information Leaflet.

If you would like to complete a short survey in relation to your Freedom of Information request please scan the QR code below or click [here](#).

