

28 March 2023

Information Rights & Compliance Team
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Our Ref: FOI/04635

Thank you for your request concerning the processing Subject Access Requests.

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

1. How do you process Subject Access Requests?

In accordance with the Data Protection Act 2018 and Article 15 of the GDPR.

2. What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?

Adobe Acrobat 2020.

3. How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

All requests are sent by secure encrypted email via Zivver.

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](#).

