

Ref: FOI/GS/ID 8071

Please reply to:
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Trust Management
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Freedom of Information Act 2000

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to Subject Access Requests (SARs)

You asked:

- 1. How do you process Subject Access Requests?*
- 2. What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?*
- 3. How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?*

Trust response:

Health Records:

1. A Subject Access Request (SAR) for patient healthcare records are processed through an online SAR portal.
2. Adobe Acrobat 2020 is the software used to redact patient healthcare records.
3. A Subject access request for patient healthcare records are disclosed electronically through the online SAR portal, or, if requested as paper is disclosed via tracked and signed royal mail.

Human Resources:

1. HR process them in line with GDPR requirements
2. Adobe Pro to redact.
3. HR do not provide any information to third parties.

Occupational Health:

1. You have the right to request information we hold about you and in the first instance you would contact the occupational health department for further information and requests would be processed free of charge within the month.
2. Adobe Pro to redact.

3. We would insist on written authorisation from the individual where subject access requests are sent in by third parties such as solicitors on behalf of them. These records would be sent via certified mail.