

Information Governance

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10 March 2023

Our reference: FOI DA4633

I am responding to your request for information received 9 March 2023. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response, which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,



Nimita Parmar
Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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Chief Executive: Paul Calaminus
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Request:

Question 1: How do you process Subject Access Requests?

Answer: Subject access requests are processed manually using an Excel spreadsheet.

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

Answer: Adobe Pro is used to redact information when responding to SARs.

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

Answer: Information is sent to insurance companies or solicitors via secure email or tracked postal delivery.



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