

Mr S Sabato  
[Request-689533-  
fb506418@whatdotheyknow.com](#)

Date: 5 October 2020  
Your Ref:  
Our Ref: MM/HC FOI Ref 8646  
*Please quote reference number on all correspondence*

Enquiries to: FOI Team  
Direct Line: 01463 717123  
Email: [High-UHB.FOIRequestsHighland@nhs.scot](mailto:High-UHB.FOIRequestsHighland@nhs.scot)

Dear Mr Sabato

**Freedom of Information Act Request Ref – 8646  
Wi-Fi Access**

With reference to your request for information dated 5 September 2020 regarding the above, please find below your questions and our responses:-

- 1. Could you please provide copies of your policies regarding the access to your electronic resources (Intranet, Wi-Fi networks, IT networks, etc) and in what circumstances staff can be denied access to even the most basic documents?**

Please find attached the policy referred to “Access to NHS Highland Network and Systems Policy”. This can also be found at: -

<http://intranet.nhsh.scot.nhs.uk/PoliciesLibrary/Documents/Access%20to%20NHS%20Highland%20Network%20and%20Systems%20Policy.pdf>

NHS Highland staff are provided with access to systems and services that are consistent with their job role. This access is requested and controlled by individual line managers. There is no eHealth documentation that covers circumstances in which a user is denied access to all NHS Highland digital infrastructure. There may be adhoc circumstances where this could happen, such as to prevent a cyber security incident from occurring or some other circumstance where allowing access represented an unacceptably high risk.

Any process documentation is more likely to be covered by HR processes where disciplinary investigation may result in a member of staff's network account being disabled. This would not necessarily mean the member of staff is 'denied access to even the most basic documents' but that they may need to go through an intermediary process to be provided with the documents.



**Headquarters:**

Assynt House, Beechwood Park, Inverness, IV2 3BW

Chair: Professor Boyd Robertson  
Chief Executive: Pam Dudek

I hope this response is helpful. If you are unhappy with my response, I am very happy to discuss this with you further. Alternatively you have the right to ask for an internal review by making a formal request in writing to the:-

Freedom of Information Officer  
NHS Highland  
Assynt House  
Beechwood Park  
Inverness, IV2 3BW

or via email [High-UHB.FOIRequestsHighland@nhs.scot](mailto:High-UHB.FOIRequestsHighland@nhs.scot)

Your request should explain why you wish a review to be carried out and should be made within forty working days of receiving this letter.

If you remain dissatisfied following the investigation of your review, then you have the right to appeal to the Scottish Information Commissioner within 6 months of the date of receiving the review response. Contact details are as follows:

Scottish Information Commissioner  
Kinburn Castle  
Doubledykes Road  
St Andrews  
KY16 9DS

Telephone: 01334 464610  
Fax: 01334 464611  
Website: [www.itspublicknowledge.info/Appeal](http://www.itspublicknowledge.info/Appeal)

Yours sincerely



**Heather Campbell**  
**Freedom of Information Officer**

***On behalf of***  
**Mirian Morrison**  
**Clinical Governance Development Manager**

**Attached:**  
Access to NHS Highland Network & Systems Policy