



Samuel Weller

E-mail: request-649218-@

3 March 2020

Bernicia House
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Newburn Riverside
Newcastle upon Tyne
NE15 8NY

Tel: 0191 430 2000
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Our Ref: FOI.20.066

Dear Mr Weller

Freedom of Information Act 2000 – Information Request

Thank you for your request for information under the Freedom of Information Act which was received on 24 February 2020. I can confirm that we hold the information you have requested. You asked the following questions, reproduced in **bold** below:

- 1. Does the Trust use (or allow) the use of instant messaging apps for the processing of patient identifiable data?**

No

If yes

- 2. Which messaging app(s) do you use?**

N/A

- 3. Has a DPIA been completed? (if yes please include a copy in your response)**

N/A

- 4. Has a risk assessment been completed? (if yes please include a copy in your response)**

N/A

- 5. Please include any policies or SOPs that detail how the apps are used**

N/A

For the avoidance of doubt the term processing matches the European Commission definition of "any activity that includes the collection, recording, organisation, structuring, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission,

dissemination or otherwise making available, alignment or combination, restriction, erasure or destruction of personal data."

Instant messaging apps may include WhatsApp, Facebook Messenger, Signal, Telegram, Hospify or any similar service.

If you are not satisfied with the information we have provided, you can request an internal review within 40 working days of the date of this letter, which will be carried out by Mr Paul Aitken-Fell, who is the Trust's Consultant Paramedic and is someone not involved with your original request.

If you wish to follow this route, please contact audrey.turnbull@neas.nhs.uk who will commence the process on your behalf.

If you remain unhappy with the outcome of the review, you can ultimately complain to:

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

Yours sincerely



Mark Cotton
Freedom of Information Lead