



Department of Health & Social Care

Freedom of Information Team
Department of Health and Social Care
39 Victoria Street
London
SW1H 0EU

www.gov.uk/dhsc

Mr Charlie Milton
request-588678-bbfc372a@whatdotheyknow.com

7 August 2019

Dear Mr Milton,

Freedom of Information Request Reference FOI-1182689

Thank you for your request dated 10 July in which you asked the Department of Health and Social Care (DHSC):

*"Dear Department of Health and Social Care,
Could you please provide the Data Protection Impact Assessment(s) and Equality Diversity assessment(s) for the NHS partnership with Amazon, as announced by Matt Hancock on 10th July via twitter - 'Today we're making sure you get the best NHS advice if you ask Alexa - harnessing tech to empower people to take better control of their health' "*

Your request has been handled under the Freedom of Information Act (FOIA).

DHSC does not hold the information you have requested.

No personal information is being shared with Amazon. The collaboration with Amazon simply connects people to NHS information on different medical conditions and their symptoms, which is already freely available through the NHS website. This is the only information that is being shared with Amazon and therefore there was no requirement to undertake a Data Protection Impact Assessment nor an Equality and Diversity assessment.

Amazon is not sharing any of information that it obtains through voice searches with third parties, nor is it selling products or making product recommendations based on questions asked by users, nor is it building a health profile on customers.

All questions asked are treated with high confidentiality and Amazon use multi-factor authentication to restrict access, service encryption, and audits of their control environment to protect it. Users have the ability to delete their search history just like they do with other internet search engines.

If you are not satisfied with the handling of your request, you have the right to appeal by asking for an internal review. This should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to the address at the top of this letter, or the email address at the end of this letter.

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of your internal review, you may complain directly to the Information Commissioner (ICO) who may decide to investigate your concerns. Generally, the ICO cannot make a decision unless you have already appealed our original response, and received our internal review response. The ICO will not usually investigate concerns where there has been an undue delay in bringing it to their attention. You should raise your concerns with them within three months of your last meaningful contact with us.

The ICO can be contacted at:

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

<https://ico.org.uk/concerns/>

Yours sincerely,

Ed Franklyn
Freedom of Information Officer
E freedomofinformation@dhsc.gov.uk