

**Information Governance Department**

Rothwell Road

Kettering

Northants

NN16 8UZ

Main Switchboard: 01536 492000

Web: [www.kgh.nhs.uk](http://www.kgh.nhs.uk)

Our Ref: 24325

10 July 2020

Dear Requestor

Thank you for your Freedom of Information request which was received within the Trust. In accordance with S.1 (1) (a) of the Freedom of Information Act 2000 (FOIA), I can confirm that we hold information relevant to your request.

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

If yes

2. Which messaging app(s) do you use? [KGH Connect](#)

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

[The Trust has carried out a Public Interest Test and information relating to the Trust's Intrusion Detection and Prevention Systems will not be released. We are applying exemptions:](#)

[31\(1\)\(a\) as releasing the information may result in criminal activity](#)

[31\(1\)\(g\) may impact the ability for the Trust to undertake it's daily functions](#)

[31\(2\)\(\(i\)\(j\)\) May expose staff to risk to their health and safety](#)

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

[The Trust has carried out a Public Interest Test and information relating to the Trust's Intrusion Detection and Prevention Systems will not be released. We are applying exemptions:](#)

[31\(1\)\(a\) as releasing the information may result in criminal activity](#)

[31\(1\)\(g\) may impact the ability for the Trust to undertake it's daily functions](#)

[31\(2\)\(\(i\)\(j\)\) May expose staff to risk to their health and safety](#)

5. Please include any policies or SOPs that detail how the apps are used [Yes, see attached](#)

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.

Yours sincerely

*Adam Brown*  
*IG & DP Specialist*

You are advised that this information is provided in accordance with the Freedom of Information Act 2000 and is for your own non-commercial research or private study purposes. The information may also be used for any other purpose allowed by a limitation or exception in copyright law, such as news reporting. Any re-use of this information will be subject to copyright and authorisation from Kettering General Hospital NHS Foundation Trust will be required. In the event of any re-use, the information must be reproduced accurately and not used in a misleading manner.

Disclaimer. This information should not be used to construct a database for direct marketing or unsolicited emails infringing the copyright in the material, or otherwise processed in contravention of the rights of the individual under the Data Protection Act.

If you are not satisfied with the Trust's response you may ask for an independent internal review by writing to the:-

Information Governance Manager  
Kettering General Hospital NHS Foundation Trust  
Rothwell Road  
Kettering  
Northants  
NN16 8UZ

If you remain dissatisfied after this internal review of the Trust's decision you may wish to make an approach to the Information Commissioner.

Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire,  
SK95 5AF

<http://www.ico.gov.uk>

Please note that the Information Commissioner is a regulator, not an ombudsman. He will make an assessment as to whether or not the provisions of the Freedom of Information Act 2000 have been complied with. He can issue an enforcement notice to the Trust ordering it to comply with your request.

