

Mr Samuel Weller

Our Ref: FOI/IG/6493

Monday, 16 March 2020

Dear Mr Weller

Response to Request (FOI/IG/6493)

Please see the information below in response to your request received by us on 17 February 2020. Any exemptions applied to this request are indicated as appropriate/applicable.

Information Requested:

Our Response:

For PHT

Dear Poole Hospital NHS Foundation Trust,

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?

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

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

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

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."

1. No

2. N/A

3. N/A

4. N/A

5. N/A

We are looking at NHS sanctioned apps but currently do not allow their use.

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

Exemption(s) Applied:

Exemption Status: None

We trust that this satisfactorily responds to your request however, if you feel it necessary, you do have the right of appeal against the response that we have provided. In the first instance, you should direct your complaint to our Information Governance Manager using the contact details provided at the top of this letter. If our internal complaints process does not resolve your concerns, you may also then submit a complaint to the Information Commissioner's Office either by post to Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or by telephone on 08456 30 60 60 or 01625 545745. You can also find further information regarding your rights under the Freedom of Information Act 2000 on the ICO website: <https://ico.org.uk/for-the-public/official-information/>.

Yours sincerely,

The FOI Coordinator

Sent on Behalf of the
Information Governance Department
POOLE HOSPITAL NHS FOUNDATION TRUST