



25 February 2020

Email: tim wells request-627640-3f5467e5@whatdotheyknow.com

Dear Mr Wells

FREEDOM OF INFORMATION REQUEST

Request No: AD-IG-01(2)-243-19

Subject: Subject Access Request Templates and Mandatory Governance Training

Request: **Date Received:** 14/12/2019
 Date of Monitoring: 17/12/2019
 Date of Response: 25/02/2020

Thank you for your request for information received on 14 December 2019 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below and attached for your attention.

The Trust would further apologise for the delay in the provision of the information

Question 1

Please can you send me a copy of the current subject access request acknowledgment AND response letter that you use.

Answer 1

Please refer to attachments labelled Q1 and we have attached both an acknowledgement and response letter. However please note these are subject to change and used as a guide. Requests can also be received/responded to my email also.

Question 2

A copy of the last 5 dpias completed.

Answer 2

As you are aware General Data Protection Requests, Subject Access relate to personal identifiable individual. We have provided below a summary table of the category of person making request, request type and number of requests. No personal data has been provided.

CategoryType	Record Requested	Number of Requests
Internal NIAS Staff	Internal correspondence issued in respect of the staff member	1
Patient Relative	Medical Records	1
Patient	Medical Records	2
3 rd Party Organisation	Payroll information	1



Question 3

A copy of any internal mandatory information governance training that you give to staff which was written in the last 2 years including presentation slides and videos and any other media.

Answer 3

I would advise that all staff commencing employment within NIAS have a duty to undertake Corporate Induction. Corporate Induction covers a number of subjects which include Information Governance. It is also mandatory that staff complete e-learning training which incorporates a 60 minute Information Governance module. I would further advise that Information Governance Training is also provided throughout the year as required to support specialist roles. We have attached 3 x presentations that have been used in the last three years.

Question 4

A copy of any instructions given to staff members to reduce data security breaches, for example double checking work which was written in the last 5 years

Answer 4

The Trust has in place a number of policies to support information governance that would include areas such as data protection, confidentiality, information security, password protection, Risk Management etc. All policies and procedures are available to staff via our intranet site and communicated to staff/line managers via email when reviewed and/or updated. Our website is currently under review and therefore I have attached a sample of the policies and held for assistance.

Question 5

A list of any policies implemented in the last 2 years within the organisation to help reduce the environmental impact that the organisation has?

Answer 6

No new policies on reducing environmental impacts have been implemented in the last years within NIAS.

I hope the above and attached fully assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible, or in any case within two months of the date of issue of this letter. Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

In the event that you require a review to be undertaken, you can do so by writing to the Finance and ICT Director, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, carried out by an independent decision maker, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Website: ni@ico.org.uk

Post: Information Commissioner's Office, Wycliffe House, Water Lane,
Wilmslow, CHESHIRE SK9 5AF

Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion. Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <http://www.niamb.co.uk>. Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

Alison Vitty

Alison Vitty (Miss)
CORPORATE MANAGER

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