

How am I allowed to use the information I obtain?

You must ask us if you want to use the information you obtain from us for any purpose other than your own interest and information, such as if you want to include it in material you publish or make it available to others.

The request must be made in writing and clearly state how you want to use the information and why. We will consider your request in accordance with regulations that govern the re-use of information obtained from the public sector and will respond within 20 working days with our decision.

If we do not agree to your request, we will tell you why and set out how you can ask for this to be reconsidered.

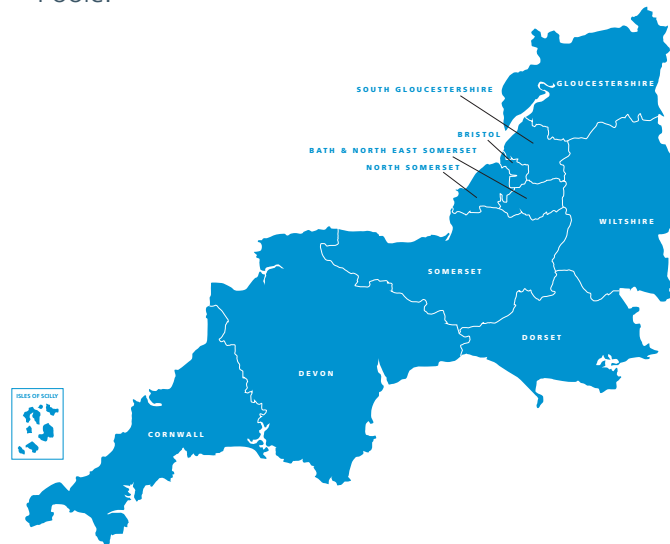
Be aware that we are entitled to charge you for re-using information we have supplied. In most cases, we will only do so if you pass the information on or publish it for commercial or business purposes.

How can I find out more?

For more information on the FOIA, visit www.ico.org.uk

For information on regulations concerning the re-use of public sector information, visit www.nationalarchives.gov.uk/information-management/legislation/directive-and-regulations.htm

The South Western Ambulance Service NHS Foundation Trust serves a total population of over 5.3 million and is estimated to receive an influx of over 17.5 million visitors each year. The operational area is predominantly rural but also includes large urban centres including Bristol, Plymouth, Exeter, Bath, Swindon, Gloucester, Bournemouth and Poole.



For more information or to provide feedback on our services, please visit www.swast.nhs.uk

Would you like to have a say in the future of South Western Ambulance Service by becoming a Foundation Trust member?

Help us to help you by calling 01392 261526 or visit www.swast.nhs.uk/ft

This leaflet can also be provided in other formats or languages on request. Ring 01392 261649 or email public@..

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Obtaining Information from
us under the Freedom of
Information Act 2000



What is the Freedom of Information Act?

The Freedom of Information Act (FOIA) entitles anybody to ask a public authority in England, Wales and Northern Ireland, including government departments and NHS Trusts, for any recorded information that they hold.

The FOIA gives the public greater access to information about how decisions are made in government and how public services are developed and delivered.

The FOIA operates alongside the Data Protection Act, which allows you to access information about yourself.

How do I ask for information?

All requests for information must be made in writing. You must clearly state what information you are requesting and supply your name and contact details e.g. email or postal address. You should send this to the Information Governance Team at the Trust's Headquarters by one of the following means:

- By post to: South Western Ambulance Service NHS Foundation Trust, Abbey Court, Eagle Way, Exeter, Devon EX2 7HY
- By email to: information.goverxxxxx@xxxxx.xxx.uk
- or use our online contact form

All public authorities covered by the FOI Act are also required to maintain a Publication Scheme. Under the Publication Scheme certain classes of information (such as organisational information, contact details,

performance information, and certain types of expenditure) are routinely and proactively published. We recommend checking our publication scheme before making your FOI request; you may find what you are looking for there in the first instance.

You can view our Publication Scheme here - <https://www.swast.nhs.uk/welcome/foi-key-documents/publication-scheme>.

What type of information can I ask for?

You can ask for any information that is recorded and held by the Trust.

In what format can I request information?

We will provide your FOI response in your preferred format (i.e. on paper or electronically) wherever possible. If you have a disability or any special requirements in respect of your response format please let us know and we will endeavour to accommodate your needs.

When will I receive this information?

In most cases we must respond to you within 20 working days of receiving your request. If we cannot, we will explain why and let you know when you will receive a reply.

Can my request be declined?

The FOIA sets out reasons and circumstances where we can or must withhold information we are asked for, such as someone else's personal details. Unless one of these applies we will provide the information if we hold it.

If we withhold any or part of the information we will tell you why. If you are not satisfied by our explanation you can ask us to reconsider. We will provide details of how you do this when we tell you we are unable to supply any information.

The decision will be reviewed by two Trust Directors (or appropriate senior Managers depending on the nature of the request).

The Information Commissioner's Office is an independent body that enforces the FOIA and the Data Protection Act.

For more information, visit www.ico.org.uk or call 0303 123 1113 or e-mail the First Contact Team at xxxxxxx@xxx.xxx.xx

How much will it cost to make a request?

Most of the information is supplied free of charge. But you may have to pay a fee if you ask for a lot of information which takes a long time to compile or requires a lot of copying. We will tell you in advance if a fee will apply and suggest ways in which you might revise your request so a charge is not applicable