

Our Ref: FOI/2023.340/JM
Date: 23 February 2023

Freedom of Information Team

The Oast
Unit D, Hermitage Court
Hermitage Lane
Barming
Maidstone
ME16 9NT

Mr P Staples
request-948143-03f7929c@whatdotheyknow.com

Phone: 01622 211900
Email: kcht.foi@nhs.net
Web: www.kentcht.nhs.uk

Dear Mr Staples

Request for information under the Freedom of Information Act

Thank you for your email received 10 February 2023 requesting information regarding text/SMS messages.

Please find detailed below a summary of your request, together with our response.

Summary of your original request:

1. Does your Trust use gov.notify for sending text/SMS messages to patients' mobile phones?

No

2. Does your Trust use any other third party provider / data processor to send text / SMS messages to patients' mobile phones? If so please identify the provider / processor.

Yes, contract awarded to Healthcare Communications following a successful tender competition. Although the contract has been awarded, we have not started using it yet.

3. Does your Trust use any in house application or system to send text / SMS messages to patients' mobile phones? If so please identify the application / system.

No

4. Please provide a copy of any Data Protection Impact Assessment completed for any activity covered by positive answers to questions 1-3 above.

We are currently in the process of preparing a Data Protection Impact Assessment for this so are not able to provide a copy of it at this stage.

Chair John Goulston Chief Executive Mairead McCormick

Trust HQ The Oast, Unit D, Hermitage Court, Hermitage Lane, Barming, near Maidstone, Kent ME16 9NT

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to: kcht.foi@nhs.net.

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

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, and Cheshire, SK9 5AF or via <https://ico.org.uk/global/contact-us/>.

Yours sincerely

Freedom of Information Act Team

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Re-use of information

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example, to publish it.

If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.opsi.gov.uk. This will not affect your initial information request. If you wish to re-use any third party copyright material we have identified you will need to obtain permission from the copyright holders. Any enquiries regarding this document/publication should be sent to us at the address above.