Freedom of Information Request: Our Reference CTMUHB_144_23

You asked:

I would like to make a Freedom of Information Request.

1. **How do you process Subject Access Requests?**

   Please see attached our Subject Access Procedure.

2. **What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?**

   For digital documents, the redaction is done using MS Word or the PDF tools within MS Edge. The redacted document is then printed and scanned. Once scanned there is no tool that can undo the redaction.

   For paper documents if the record requires redacting, we would take a photocopy of the document and redact the information by covering with a black permanent marker pen where necessary. We would then photocopy the document containing the redacted information.

3. **How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?**

   All information is shared/sent either via email, using the Secure Fileshare Portal to ensure privacy or in the post by recorded delivery.