



Trust Headquarters
Nexus House
Gatwick Road
Crawley
West Sussex
RH10 9BG

Tel: 0300 123 0999
www.secamb.nhs.uk

30th November 2022

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI 221118.

You requested the following information, please also see our response below:

Please can you provide the following information, under the Freedom of Information Act.

1. Which software, if any, does the Trust use to process the following information requests:

- **FOI requests**
- **EIR requests**
- **DSAR requests**
- **Complaints**
- **Compliments**
- **The processing or management of Safeguarding cases**

We use Datix Software for the above.

2. Who provides this software?

Datix

3. What does it cost the Trust annually?

We are unable to share annual cost as its commercial sensitive information and is exempt under Section 43 of the FOI Act.

I hope you find this information of some assistance.

If for any reason you are dissatisfied with our response, kindly in the first instance contact Caroline Smart, Head of Information Governance via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

**Freedom of Information Coordinator
South East Coast Ambulance Service NHS Foundation Trust**

