



Trust Headquarters
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Crawley
West Sussex
RH10 9BG

12 December 2025
Internal Ref: 250924-241211
Email:

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

Dear ,

The trust acknowledges receipt of your Freedom of Information Act 2000 (FOIA) request, referenced above. Please ensure you quote this number in any future correspondence.

Please accept the Trust's apologies for the delay and inconvenience you have experienced regarding your FOIA request.

FOI Request

You asked us:

I'm interested in finding out how your Trust currently manages your Subject Access Requests, and am hoping you can please help by providing information on the following.

- 1. How many people do you have in your subject access request team?**
- 2. How many data access requests does the Trust receive annually? Can you please provide data on the last 2 years.**
- 3. What is the average time spent on a single access request?**
- 4. How many different systems are checked as part of an access request?**
- 5. How many responses breached the 30 day timeframe annually? Can you please provide data on the last 2 years.**
- 6. What IT systems do you currently use to manage your SAR requests?**
- 7. Does the Trust have an electronic document management system to help manage these requests?**
- 8. When does the contract for this electronic document management system expire?**

Formal Response

The Trust confirms it holds part of the information you have requested.



1. How many people do you have in your subject access request team?

The Trust employs one person, full time, to process data subject access requests from members of the public.

Separate functions within the Trust process other subject access requests (SARs), such as those from employees, or from authorised professional bodies such as the police or solicitors. The total full-time equivalent employees processing SARs of all types is 6.

2. How many data access requests does the Trust receive annually? Can you please provide data on the last 2 years.

The Trust can provide data for the last two financial years, which run April to March.

2023/24:	1,570 + 98 HR
2024/25:	3,344 + 123

3. What is the average time spent on a single access request?

The Trust does not record this information.

4. How many different systems are checked as part of an access request?

This will depend on the content of the access request received. Complex requests can require searches of five or more distinct systems.

5. How many responses breached the 30 day timeframe annually? Can you please provide data on the last 2 years.

The statutory timescale for response to SARs is one calendar month from when the request is made, although this can be extended by agreement with the requester.

The Trust is able to provide the number of SARs which were recorded as breaching the statutory response timescale.

This data is also provided for the last two financial years, which run April to March.

2023/24:	17
2024/25:	39

6. What IT systems do you currently use to manage your SAR requests?

The Trust does not use an SAR request management system.
HR enter DSAR requests onto HRAssure Case system

7. Does the Trust have an electronic document management system to help manage these requests?

The Trust does not use a document management system to support subject access requests.

8. When does the contract for this electronic document management system expire?

The Trust does not hold this information.

Next steps

We publish a variety of information which may assist future enquiries relating to our service on our website – www.secamb.nhs.uk.

Should you be dissatisfied with our response then in the first instance please contact Richard Banks, Head of Corporate Governance, via the following email address: FOI@secamb.nhs.uk

You can ask us to review our original response. If you would like us to carry out an internal review, please let us know within 40 working days of you receiving our original response. This review will be conducted by an individual who was not directly involved in reviewing the original response, ordinarily, the Trust Data Protection Officer. We will endeavour to complete this request within 20 working days.

Should you remain dissatisfied then you can contact the [Information Commissioner's Office](http://www.ico.org.uk/foicomplaints) (ICO). Complaints to the ICO should be made within six weeks of receiving the outcome of an internal review. The easiest way to lodge a complaint is through their website: www.ico.org.uk/foicomplaints.

Alternatively, the ICO's postal address is:
Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

Yours sincerely,

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