



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

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

5th June 2026
Internal Reference: 260438
Email:

Dear ,

Thank you for your request for information, which we received on **27/04/2026**.
We have considered your request under the Freedom of Information Act 2000.
Please ensure you quote the Internal Reference number above in any future correspondence.

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

Your Request and our Formal Response

Please could I request a log of errors identified in the Avaya IX Soft Phone between the dates of 01/09/2025 and 31/01/2026.

The Trust holds underlying system data relating to Avaya IX Soft Phone activity. However, this information is not held in a centrally located or reportable format. To identify and collate a log of errors relating to the Avaya IX Soft Phone for the period 01/09/2025 to 31/01/2026 would require a manual review of records and system data. We estimate that compliance with this part of your request would exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000. Under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, the appropriate limit for NHS bodies is £450, calculated at a rate of £25 per hour, equating to 18 hours of work. Section 12 is therefore engaged.

Please could I request a list of errors that were escalated to the host provider by critical systems in relation to Avaya IX between the dates 01/11/2025 and 28/02/2026.



The Trust does not hold this information in a reportable format. To identify and collate a list of errors escalated to the host provider by critical systems in relation to Avaya IX for the period 01/11/2025 to 28/02/2026 would require a manual review of records and system data. This would involve establishing whether relevant information is held, locating, retrieving and extracting that information from multiple sources.

We estimate that compliance with this part of your request would exceed the appropriate limit under Section 12 of the Freedom of Information Act 2000. Under the Freedom of Information and Data Protection (Appropriate Limit and Fees) Regulations 2004, the appropriate limit for NHS bodies is £450, calculated at a rate of £25 per hour, equating to 18 hours of work. Section 12 is therefore engaged.

Section 16 – Advice and Assistance

In accordance with our duty to provide advice and assistance under Section 16 of the Freedom of Information Act 2000, we would be happy to consider a refined request. You may wish to reduce the scope of your request in order to bring it within the cost limit. For example, this could include:

- **Limiting the timeframe to a shorter period;**
- **Focusing on a specific category or type of system error;**
- **Identifying particular services, systems, or incident types of interest; or**
- **Requesting summary or aggregated information, where available.**

If you are able to amend your request along these lines, we will reassess it accordingly. Please note that depending on the scope of any revised request, the cost limit under Section 12 may still apply.

Could I request any present training material, policy/ process or regulations on redacting calls held on call recording software.

The Trust does not hold specific training materials solely for redacting of calls on call recording software. However, redaction and handling of recorded calls are carried out in line with established Data Protection and Information Governance frameworks to ensure confidentiality requirements. The Trust holds a Data Subject Access request Policy which is currently under review. In accordance with ICO guidance, third party data is automatically redacted to preserve confidentiality.

Could I please request any guidelines for staff or relevant policy that would demonstrate what constitutes a valid reason to access sensitive information, namely voice recordings held by the trust.

The Trust holds a Data Protection policy and Information Governance policy which define appropriate and lawful access to data.

See general examples below regarding access to sensitive information – this list is not exhaustive and has been provided for illustrative purposes only:

- I. Direct care provision
- II. Safeguarding
- III. Data subject access requests
- IV. Legal purposes
- V. Investigations

Further information can be found within the Trusts Privacy Statement:

[Privacy Statement - NHS South East Coast Ambulance Service](#)

Access to Trust systems is managed through role-based access controls aligned to individual role and responsibility.

The Trust holds a Data Protection Policy, Data Subject Access request Policy and Information Governance Policy which set out the framework for appropriate and lawful access to information. This information is reasonably accessible to you by other means and is therefore exempt from disclosure under Section 21 of the Freedom of Information Act 2000. Section 21 is an absolute exemption and does not require the application of the public interest test. All Trust policies can be found [here](#) on the Trust Website.

Next steps

Some information held by the Trust is routinely published on our [website](#) and may be of assistance.

If you are dissatisfied with the Trust's response to your request, you have the right to ask for an internal review.

Requests for an internal review should be submitted within **40 working days** of the date of this response and should be sent to:

Richard Banks, Head of Corporate Governance at FOI@secamb.nhs.uk

The internal review will be conducted by an individual who was not directly involved in handling your original request, ordinarily the Trust's Data Protection Officer. We aim to complete internal reviews within **20 working days** of receipt.



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If you remain dissatisfied following the outcome of the internal review, you may complain to the Information Commissioner's Office (ICO). The ICO generally expects complaints to be raised promptly following the completion of an internal review.

The easiest way to raise a complaint is via the ICO's website:

www.ico.org.uk/foicomplaints

Alternatively, you may write to:
Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Yours sincerely,

Corporate Governance Team

South East Coast Ambulance Service NHS Foundation Trust



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