



South East Coast Ambulance Service NHS
Foundation Trust
Nexus House
Gatwick Road
Crawley
RH10 9BG

Date 22nd June 2018

Email: foi@secamb.nhs.uk

Email:

Dear,

I am writing in response to your enquiry under the Freedom of Information Act 2000 (FOIA) reference FOI/18/06/20.

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

When you get a SAR for a telephone call, do you transcribe it or do you send out an audio file?

We do not offer a transcription service; we send out audio files

If you do send the audio file, how is it sent, eg a usb stick, CD or uploaded and downloaded using a website maybe?

We send the audio file on CD via recorded delivery. Please note this will only be sent once consent has been received

Is there anyone who listens to the audio file to make sure that it is safe to be sent out? (As in you cannot hear any other calls and there is no identifiable information around anyone other than the data subject.)

The complete call is listened to, this is to ensure it does not contain any personal data relating to another person, whether the caller (if not the patient), other patients, witnesses family members or staff

Would you please be able to send me disclaimers and instructions that are sent out when this is done and any policies or procedures around this process? An example of your standard emails/letters around this would also be very helpful.

We don't have any disclaimer or instructions that we send out. An example letter is attached.

Our Subject Access Policy is in the process of being updated so cannot be released at this time.

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, Information Governance Lead via the following email address:

FOI@secamb.nhs.uk

Yours sincerely

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