



**GIG**  
CYMRU  
**NHS**  
WALES

Bwrdd Iechyd Prifysgol  
Bae Abertawe  
Swansea Bay University  
Health Board

Cadeirydd/Chair: **Emma Woollett**  
Prif Weithredwr/Chief Executive: **Mark Hackett**

**gofalu am ein gilydd, cydweithio, gwella bob amser**  
**caring for each other, working together, always improving**

Rydym yn croesawu gohebiaeth yn y Gymraeg neu'r Saesneg. Atebir gohebiaeth Gymraeg yn y Gymraeg, ac ni fydd hyn yn arwain at oedi.  
We welcome correspondence in Welsh or English. Welsh language correspondence will be replied to in Welsh, and this will not lead to a delay.

## **Cais Rhyddid Gwybodaeth / Freedom of Information request** **Ein Cyf / Our Ref: 23-C-028**

### **You asked:**

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

All Subject Access Requests (SARs) are governed by GDPR and the Data Protection Act, and the timeline to disclose these requests is 28 days.

Requests can be received verbally, electronic or in a hard copy. Two forms of ID are required in order to process the request and all requests are acknowledged on receipt.

The information requested is retrieved and a scanned copy of the information is sent to the treating clinician / service provider, in order that the request can be approved for disclosure.

Any information that the treating clinician highlights that they require to be redacted for disclosure is accordance with GDPR and the Data Protection Act is redacted accordingly.

All requests are logged by the Subject Access Team and the paperwork retained /scanned for information purposes.

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

Any information identified for redaction is redacted electronically using the KOFAX software. This is an approved software application.

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

Depending on the applicants/solicitors/company's preferences, information is shared securely and confidentially electronically or via the Royal Mail or courier service.



**Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR**

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe  
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board