

11 September 2020

Dear Dr Minh Alexander

Case Reference -IC-54010-Y4X9

Request for Information

Further to my acknowledgement of 4 September 2020 I can confirm we are now in a position to provide you with a response to your information request received on 30 August 2020.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Request

In your email under heading "**Complaints to ICO about Nottinghamshire Healthcare NHS Foundation Trust's handling of Subject Access Requests for personal data**" you asked:

"Can you advise for the period

2018/19

2019/20

2020/21 year to date

1. How many complaints has the ICO received about Nottinghamshire Healthcare NHS Foundation Trust's handling of Subject Access Requests for personal data?

2. How many such complaints has the ICO upheld against Nottinghamshire Healthcare NHS Foundation Trust?

3. How many of the complaints to the ICO about Nottinghamshire Healthcare NHS Foundation Trust's handling of Subject Access Requests for personal data were made by workers or former workers?"

Response

I can confirm we hold information in the scope of your request. Please find the answers to your questions below.

Having conducted searches of our electronic case management systems using party submitted about "Nottinghamshire Healthcare NHS Foundation Trust" and nature "subject access" we found nine cases in total which fall within the financial reporting period indicated in your request. For financial year 2017-2018 there was one case, for 2018-2019 there were 2 cases and for financial year 2019 to date there are 6 cases.

The table below shows the outcome of the cases considered by the ICO.

Created Financial year and outcome	Subject access
2017-18	1
DC action required	1
2018-19	2
Concern to be raised with DC	1
No action for DC	1
2019-20	6
Concern to be raised with DC	3
General advice given to DC	1
No action for DC	1
Response needed from DC	1
Grand Total	9

A description of the most commonly used case outcomes we use is available for [data protection cases](#) which will help you to interpret the outcome.

With respect to part 3 of your request, the DP complaint form does not ask complainants to specify their relationship with the data controller as the ICO does not require this information. Therefore we do not record whether the complaints about subject access to ICO about Nottinghamshire Healthcare NHS Foundation Trust were made by employee or a former employees.

I hope this explains the position.

Next steps

If you are dissatisfied with our under the FOIA or wish to complain about how your request has been handled please write to the Information Access Team at the address below or email icoaccessinformation@ico.org.uk

A request for internal review should be submitted to us within 40 working days of receipt by you of this response. Any such request received after this time will only be considered at the discretion of the Commissioner.

If having exhausted the review process you are not content that your request or review has been dealt with correctly, you have a further right of appeal to this office in our capacity as the statutory complaint handler under the legislation. To make such an application, please write to our FOI Complaints & Appeals Department at the address below or visit our website if you wish to make a complaint under the Freedom of Information Act.

A copy of our review procedure can be accessed from our website [here](#).

Your rights

Our [privacy notice](#) explains what we do with the personal data you provide to us and what your rights are, with a specific entry, for example, for [an information requester](#). Our retention policy can be found [here](#).

Yours sincerely

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