

Please reply to: Elizabeth House
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Website: www.cpft.nhs.uk

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SENT BY EMAIL

Dear

Thank you for your email requesting information under the Freedom of Information Act 2000 (FOIA). Please find the response attached as requested.

1) Which software, if any, does the Trust use to process the following information requests:

- a) **FOI requests**
- b) **EIR requests**
- c) **DSAR requests**
- d) **Complaints**
- e) **Compliments**
- f) **The processing or management of Safeguarding cases**

The Trust no longer publishes information on its systems, networks, computers and programmes because of the increasing sophistication of cyberattacks. This extends to information on mobile phones, cloud storage, internet supply and cyber security.

The information is exempt under section 31 of Freedom of Information Act.

Section 31(1)(a) of the Act states:

31. Law enforcement.

*(1) Information which is not exempt information by virtue of section 30 is exempt information if its disclosure under this Act would, or would be likely to, prejudice—
(a) the prevention or detection of crime,*



Guidance from the Information Commissioner's Office[1] states:

Section 31(1)(a) will cover all aspects of the prevention and detection of crime...The exemption also covers information held by public authorities without any specific law enforcement responsibilities...It could also be used to withhold information that would make anyone, including the public authority itself, more vulnerable to crime for example, by disclosing its own security procedures

Information disclosed under Freedom of Information becomes publicly available. This means that the impact of disclosure must be considered from the general release of information and not limited to disclosure to one individual (the requestor).

2) Who provides this software?

The software is provided as part of a contract with NHS Shared Business Services.

3) What does it cost the Trust annually?

The value of the contract is commercially confidential and is being withheld under section 43 of the FOIA.

If you have any query or concern about the handling of your enquiry then please contact the Trust's Freedom of Information Lead at the address below.

You also have the right of appeal to the Information Commissioner at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Telephone: 01625 545700

Website: www.informationcommissioner.gov.uk

Yours sincerely,

Scott Haldane
Director of Finance and Deputy Chief Executive

