



GIG  
CYMRU  
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WALES

Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



Gwasanaeth Gwaed Cymru  
Welsh Blood Service



Canolfan Ganser Felindre  
Velindre Cancer Centre

Pencadlys Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University NHS Trust Headquarters

2 Cwrt Charnwood  
Heol Billingsley  
Parc Nantgarw  
Caerdydd/Cardiff  
CF15 7QZ

Ffôn/Phone : (029) 20196161

<https://velindre.nhs.wales>

Date: 11<sup>th</sup> April 2023  
Ref: CORP 2023-049

Dear \*\*\*\*\*

**Freedom of Information request: Subject Access Requests Process - CORP 2023 - 049**

Thank you for your request for the following information which we received on 20<sup>th</sup> March 2023

Your Request:

I would like to make a Freedom of Information Request.

- \* How do you process Subject Access Requests?
- \* What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?
- \* How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

The Trust's response:

The Trust has reviewed your request which is correctly formatted and complies with Section 8 of the Freedom of Information Act.

The Information you have requested is below:

- \* *How do you process Subject Access Requests?*

Please see attached copy of our Standard Operating Procedure.

Mae Ymddiriedolaeth GIG Prifysgol Felindre yn hapus i dderbyn gohebiaeth yn y Gymraeg neu'r Saesneg.  
Velindre University NHS Trust is happy to receive communication in Welsh or English.





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

The information for each SAR is reviewed manually by the Velindre Cancer Centre Medico Legal Clerk and redacted if appropriate.

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

Requested information is shared/sent either via;

Secure File Share Portal or double enveloped, both envelopes addressed with return address and sent first class, recorded delivery via the Royal Mail

I trust this answers your request for information, however, should you not be satisfied with the information supplied or the process of supplying it, you have a right to complain and request a review, please note that a request for a review must be made within 40 days of receipt of this letter.

You should forward your complaint to:-

Mr Ian Bevan via [FOI.VUNHST@wales.nhs.uk](mailto:FOI.VUNHST@wales.nhs.uk)  
Head of Information Governance  
Velindre University NHS Trust  
2, Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff / Caerdydd  
CF15 7QZ  
Tel / Ffon - 029 20196161

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

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Information Commissioner's Office - Wales

2nd Floor,  
Churchill House,  
Churchill Way,  
Cardiff,  
CF10 2HH  
Telephone: 0330 414 6421  
email: [wales@ico.org.uk](mailto:wales@ico.org.uk)

Yours sincerely,

Lauren Fear  
Director of Corporate Governance and Chief of Staff  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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