



Ymddiriedolaeth GIG  
Prifysgol Felindre  
Velindre University  
NHS Trust



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Date: 23<sup>rd</sup> September 2024  
Ref: CORP 2024 - 173

Dear xxx

**Freedom of Information request: Access control maintenance contract info (CORP 2024 – 173)**

Thank you for your request for information which the Trust received on 25<sup>th</sup> August 2024

Your Request:

**Access Control System Overview:**

**1. Current System(s):**

\* What electronic access control system(s) do you currently have in place? Please include manufacturer of control unit & model (e.g. SALTO, PAXTON, ASSA)

**2. Access-Controlled Doors:**

\* How many doors across all of your sites have access control systems installed? How many per each site?

**3. Access Control Types:**

\* Please provide a detailed breakdown of the different types of access control setups in place (e.g., magnetic lock doors, electric strike doors, battery-operated electronic handle sets, battery-operated electronic cylinders, etc.).

**4. System Age:**

\* When was your current access control system installed? Which company installed it?

**5. System Integration:**

\* Is your access control system integrated with your ID card production or other systems (e.g., time and attendance, building management/CCTV and/or fire/security alarm systems)? If so, which system(s) is it integrated with?

**6. Supplier Information:**

\* What are the names of the suppliers of your existing access control system?

\* Who is your current supplier for access cards and fobs, and do you purchase these directly or through your access control installers/maintenance contractors?

**7. Manufacturer and Models:**

\* What manufacturer and model of cards and fobs do you use for your access control system? Please provide specific details of each of the exact manufacturer/model of card(s)/fob(s) that you use at each site (e.g. Paxton 692-052 Net2 Proximity ISO Cards Pack of 500 SKU: AC-PAX-692-052) together with the cost (including VAT) each month/year.

**8. Management Software:**

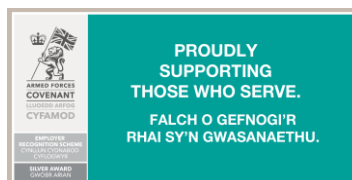
\* What software is used to manage the door controllers and readers in your access control system? (e.g. Paxton Net2 Pro)

**Usage and Distribution Details:**

**9. Consumable Usage:**

\* Please provide data on the monthly and annual usage/purchases of access control

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*cards and fobs. This should include how many are issued, lost/replaced, and returned faulty/damaged each month/annum.*

**10. User Information:**

*\* How many individual users require access control cards/fobs across all sites? If possible, please provide a breakdown by site or building.*

**Maintenance and Support:**

**11. Management and Contact Information:**

*\* Who manages your site's access control system? Please provide a name, direct email address and direct telephone number / extension for this contact.*

**12. Support/Maintenance Contracts:**

*\* Do you have a current support/maintenance contract for your access control system? If so, when does this contract expire?*

**Future Plans:**

**13. Planned Changes:**

*\* What are the organisations plans related to the installation, upgrade, or support/maintenance of access control systems over the next three to five years?*

Please find the Trust's response below:

The Trust is applying an exemption under Section 31 Freedom of Information Act 2000 (Law Enforcement). The application of the exemption is because the Trust assesses that disclosure of the information would put Trust systems at risk of an attack.

As Section 31 is a qualified exemption, it is subject to a public interest test for determining whether to release the information. The Trust has considered the following:

Factors in favour of disclosure:

- Evidences the Trust's transparency and accountability.
- Reassures the public that the Trust's systems are secure.
- Provides information about how effective the security systems are.

Factors in favour of withholding:

- The public interest in crime prevention and putting the Trust's systems at risk of an attack.
- Public interest in avoiding disruption to public services.
- Public interest in the Trust avoiding the costs associated with any attacks on security.

The Trust believes that the balance of public interest lies in upholding the exemption and withholding the information requested.

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 you must submit a request for a review within 40 days of the date of this letter.

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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

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

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

**Non Gwilym**  
**Interim Director of Corporate Governance**  
Velindre University NHS Trust  
2 Charnwood Court  
Heol Billingsley  
Parc Nantgarw  
Cardiff  
CF15 7QZ

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