

Reference Number: FOI202223/481
From: Private Individual
Date: 10 March 2023
Subject: Details of the Trusts Subject Access Request process

Q1 What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?

A1 [Adobe Reader and Adobe Pro 2020](#)

Q2 How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?

A2 [Records are sent encrypted on DVD discs, via signed tracked Royal Mail delivery. If the records are within the size limit, we may also send via encrypted email.](#)

[Radiology images are sent via the Image Exchange Portal \(IEP\).](#)

[This is the Trust's process for all Subject Access Requests received, whether they are submitted by solicitors, insurance companies or the patients themselves.](#)