

**Freedom of Information Act 2000 - Request Reference Fol/20/486**  
**Policy on Instant Messaging**

**Request details**

I was hoping that you could please provide me with whether the NHS Wales Trust has an official policy or guidance on the use of instant messaging, such as WhatsApp. Specifically within the realms of use among staff and whether it is regarded as an official means of communication, that staff are obliged to adhere to when a manager places a restriction or request to them via such medium.

**Response details**

Cardiff and Vale University Health Board (the UHB) does not hold an official instant messaging policy/guidance other than the attached information governance email COVID-19 NHS Wales Information Governance Joint Statement talking about Hospify and WhatsApp usage.

WhatsApp is certainly not a fully endorsed official means of communication, and should only be used if no practical alternative is available.