

Freedom of Information Act 2000 - Request Reference Fol/21/228

Adobe Freedom of Information Request

Request details

1. Do you currently use any form of electronic signing tool?

No

2. If yes, who is your current provider? When does the contract expire? How much does it cost per year? How many licenses (users or transactions) do you have?

Not Applicable

3. How many documents do you send for signature / approval annually? What % is printed?

In completing a search for the information requested, Cardiff and Vale University Health Board (the UHB) has confirmed that this information is not centrally recorded or collated. To retrieve the information requested would require a manual search through individual records and the UHB considers that this would exceed the limit set within regulations for responding to a request. The UHB has therefore relied upon the Section 12 exemption ('Exemption where cost of compliance exceeds appropriate limit') of the Freedom of Information Act 2000 and is refusing your request.

The UHB has estimated that to complete the work needed to respond to this request would exceed the time limit as set within regulations to respond to a Freedom of Information Act request. Under the Act there is an allowance of two and a half days, or 18 hours, to comply with a request and the cost limit set within the fees regulations for this amount of work (18 hours) is £450 for the UHB. The fees regulations specify that the cost of complying with a request must be calculated at the rate of £25 per hour.

4. Are your signing processes primarily paper-based?

Yes

5. What is your current annual spend on paper, postage and document storage

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6. Do you currently have any active projects or initiatives aimed at reducing the amount of paper-based processes?

Yes.

7. If so, who is leading it?

Angela Parrett, Director of Digital Transformation

8. How much employee time is it taking to create, send, chase and store documents that require signature?

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9. How many employees do you have?

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10. What percentages of employees work remotely?

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11. Can you provide names and contact details for the following people within your organisation?

- 1. CIO / IT Director**
- 2. Head of IT**
- 3. Head of Digital Transformation**
- 4. Head of Housing Operations**
- 5. Head of Legal**
- 6. Head of HR**
- 7. Head of Legal Services**

Please note these posts do not exist within the UHB as they are named above. Under our Section 16 obligation, the duty to provide advice and assistance, the UHB would like to inform you the UHB publishes information on certain senior roles via the following page of its website:

<https://cavuhb.nhs.wales/about-us/our-board/our-board-members/>

In addition to this, please note the following roles:

Allan Wardhaugh, Chief Clinical Information Officer
Angela Parratt, Director of Digital Transformation

12. Do you currently use any of the following Microsoft applications?

1. **O365**
Yes
2. **SharePoint**
Yes
3. **Teams**
Yes
4. **Dynamics**
Yes
5. **Power Automate**
Yes

13. Do you use any Adobe products?

Yes

14. What primary software systems do you use? (Deployed Systems, Product Name, Vendor, Version, Contract end date & Number of licenses)

1. **Human Resources**
ESR
2. **Patient related**
PMS
3. **Legal Services**
ESR
4. **Email and Collaboration**
Office 365, licensed for 14,011 staff, Contract is aligned to the US financial year, July->June

15. Do you have a Senior Information Risk Officer (SIRO) and Caldicott Guardian? If so, can you please share their contact name, email and phone number?

SIRO – David Thomas, Director of Digital & Health Intelligence
Caldicott Guardian – Stuart Walker, Medical Director

After considering your request, the UHB believes the further data requested (mail and phone number) is classed as personal data as defined under the General Data Protection Regulation (GDPR) and Data Protection Act 2018 and its disclosure would be contrary to the data protection principles and constitute unfair and unlawful processing in regard to Articles 5, 6, and 9 of GDPR. We are therefore withholding this detail under Section 40(2) of the Freedom of Information Act 2000. This exemption is absolute and therefore there is no requirement to apply the public interest test.

16. Understanding that every member of the NHS has to be GDPR compliant, what is the current approval - signature process?

The UHB does not hold this information. As a data controller (and in limited aspects, a data processor) the UHB is required to comply with both the UK-GDPR and the Data Protection Act 2018 in respect of all processing activities undertaken. Thus, it is the activity, rather than the individual, that is judged to comply or not comply with legislation. All UHB staff are required to comply with mandatory Information Governance training.'