

**Reference:** FOI.ICB-2223/242

**Subject:** Subject Access Request Process

*I can confirm that the ICB **does hold the information requested**; please see responses below:*

QUESTION	RESPONSE
How do you process Subject Access Requests?	Please see attached link to the BNSSG ICB (Bristol, North Somerset and South Gloucestershire Integrated Care Board) Individual Rights Policy: <a href="https://bnssg.icb.nhs.uk/wp-content/uploads/2022/12/Individual-Rights-Policy-v5-FINAL-1.7.22-6.pdf">https://bnssg.icb.nhs.uk/wp-content/uploads/2022/12/Individual-Rights-Policy-v5-FINAL-1.7.22-6.pdf</a>
What tools do you use to ensure that what needs to be redacted from patient records is redacted when responding to SARs?	The ICB has specialist PDF software to allow for redactions on PDF documents. All redactions are undertaken by the Freedom of Information Team, following thorough review of the documents and recorded on a 'redaction log', which is created for each SAR.
How do you share/send personal/patient information with insurance companies or solicitors when you receive such a request?	The ICB uses Egress to send secure emails when responding to SARs. When requests are made for records to be sent via post, these are sent using Royal Mail special delivery.

***The information provided in this response is accurate as of 15 March 2023 and has been approved for release by Rob Hayday, Associate Director of Corporate Services for NHS Bristol, North Somerset and South Gloucestershire ICB.***