

17 October 2017

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██████████
By email
████████████████████

Dear ██████████

Request under the Freedom of Information Act 2000 (the “FOI Act”)

I refer to your email of **19 September 2017** in which you requested information from Monitor under the FOI Act. In our response we have included information in relation to both Monitor and the TDA. Since 1 April 2016, Monitor and the NHS Trust Development Authority have been operating as an integrated organisation known as NHS Improvement. For the purposes of this decision, NHS Improvement means Monitor and the TDA.

Your request

You made the following request:

“Individuals have a right, commonly referred to as a subject access request (SAR), created by section 7 of the Data Protection Act. I am writing to you under the Freedom of Information Act 2000 to request the following information regarding your processing of subject access requests:

- 1. How many subject access requests did you receive the identifying paperwork for and process in 2014?*
- 2. How many subject access requests did you receive the identifying paperwork for and process in 2015?*
- 3. How many subject access requests did you receive the identifying paperwork for and process in 2016?*
- 4. How many subject access requests you rejected in 2014?*
- 5. How many subject access requests you rejected in 2015?*
- 6. How many subject access requests you rejected in 2016?*
- 7. What was the average cost for you to process a subject access request in 2014?*
- 8. What was the average cost for you to process a subject access request in 2015?*
- 9. What was the average cost for you to process a subject access request in 2016?*
- 10. How much do you charge an individual to process a subject access request?”*

Decision

You requested information in relation to the subject access requests we have received.

Please see the answers to your questions set out below. We have addressed your request by reference to calendar years.

Question 1

In 2014, Monitor processed 3 subject access requests.

In 2014, the TDA didn't receive or process any subject access requests.

Question 2

In 2015, Monitor processed 2 subject access requests.

In 2015, the TDA processed 2 subject access requests.

Question 3

In 2016, Monitor processed 4 subject access requests.

In 2016, the TDA processed 1 subject access request.

Question 4, 5 and 6

Neither Monitor nor the TDA rejected any subject access requests between 2014 and 2016. There may have been occasions whereby the subject access request was not processed as a result of the organisation not receiving the £10 administration fee.

Question 7, 8 and 9

Neither Monitor nor the TDA kept a log of the cost implications regarding the processing of a subject access request.

Question 10

NHS Improvement currently charges £10 to process a subject access request. Prior to the integration, Monitor charged a £10 administration fee and the TDA did not charge a fee.

Review rights

If you consider that your request for information has not been properly handled or if you are otherwise dissatisfied with the outcome of your request, you can try to resolve this informally with the person who dealt with your request. If you remain dissatisfied, you may seek an internal review within NHS Improvement of the issue or the decision. A senior member of

NHS Improvement's staff, who has not previously been involved with your request, will undertake that review.

If you are dissatisfied with the outcome of any internal review, you may complain to the Information Commissioner for a decision on whether your request for information has been dealt with in accordance with the FOI Act.

A request for an internal review should be submitted in writing to FOI Request Reviews, NHS Improvement, Wellington House, 133-155 Waterloo Road, London SE1 8UG or by email to nhsi.foi@nhs.net.

Publication

Please note that this letter will shortly be published on our website. This is because information disclosed in accordance with the FOI Act is disclosed to the public at large. We will, of course, remove your personal information (e.g. your name and contact details) from the version of the letter published on our website to protect your personal information from general disclosure.

Yours sincerely,

NHS Improvement