

## Freedom of Information request 46-20

### Request and Response

In relation to the Data Protection Act 1998 legislation, can you please provide statistical data for your organisation for the following:

1. Completion Notes
  - Number Upheld – Personal data provided / changed / deleted
  - Number Returned – Requests returned due to insufficient information / request made on behalf of someone else etc.
  - Number Refused – Personal data NOT provided / changed / deleted

SUBJECT ACCESS REQUESTS				
Period	Number Received (Upheld)	Number Responses Made (Returned)	Number Responses Not Made (Refused)	Reason(s) for Refusal
Sept 16 – Dec 16	183	163	15	Fee not paid
Jan 17 – Apr 17	173	198	13	Fee not paid
May 17 – Aug 17	163	181	24	Fee not paid
Sep 17 – Dec 17	129	135	15	Fee not paid
Jan 18 – Apr 18	176	160	15	Fee not paid

**Please note that we are unable to provide the exact data you request as this is not recorded but under Section 15 Duty to provide advice and assistance we have provided the data we do hold.**

REQUESTS TO RECTIFY PERSONAL DATA				
Period	Number Upheld	Number Returned	Number Refused	Reason(s) for Refusal
Sept 16 – Dec 16				
Jan 17 – Apr 17				
May 17 – Aug 17				
Sep 17 – Dec 17				
Jan 18 – Apr 18				

**NHS Borders do not record statistics on the number of requests to rectify personal data, therefore under Section 17 of the FOI(S)A 2002 this data is not held.**

REQUESTS TO ERASE PERSONAL DATA				
Period	Number Upheld	Number Returned	Number Refused	Reason(s) for Refusal
Sept 16 – Dec 16				
Jan 17 – Apr 17				
May 17 – Aug 17				
Sep 17 – Dec 17				
Jan 18 – Apr 18				

**NHS Borders do not record statistics on the number of requests to erase personal data, therefore under Section 17 of the FOI(S)A 2002 this data is not held.**

2. In relation to the General Data Protection Regulations, can you please provide statistical data for your organisation for the following:

Completion Notes      Number Upheld – Personal data provided / changed / deleted  
 Number Returned – Requests returned due to insufficient information / request made on behalf of someone else etc.  
 Number Refused – Personal data NOT provided / changed / deleted

SUBJECT ACCESS REQUESTS				
Period	Number Received (Upheld)	Number Responses Made (Returned)	Number Responses Not Made (Refused)	Reason(s) for Refusal
May 18 – Aug 18	187	171	6	Proof of ID not supplied
Sep 18 – Dec 18	154	189	1	Proof of ID not supplied
Jan 19 – Apr 19	245	244	0	Not applicable
May 19 – Aug 19	219	219	0	Not applicable
Sep 19 – Dec 19	217	217	3	Proof of ID not supplied

**Please note that we are unable to provide the exact data you request as this is not recorded but under Section 15 Duty to provide advice and assistance we have provided the data we do hold.**

REQUESTS TO RECTIFY PERSONAL DATA				
Period	Number Upheld	Number Returned	Number Refused	Reason(s) for Refusal
May 18 – Aug 18				
Sep 18 – Dec 18				
Jan 19 – Apr 19				
May 19 – Aug 19				
Sep 19 – Dec 19				

**NHS Borders do not record statistics on the number of requests to rectify personal data, therefore under Section 17 of the FOI(S)A 2002 this data is not held.**

REQUESTS TO ERASE PERSONAL DATA				
Period	Number Upheld	Number Returned	Number Refused	Reason(s) for Refusal
May 18 – Aug 18				
Sep 18 – Dec 18				
Jan 19 – Apr 19				
May 19 – Aug 19				
Sep 19 – Dec 19				

**NHS Borders do not record statistics on the number of requests to erase personal data, therefore under Section 17 of the FOI(S)A 2002 this data is not held.**

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or [foi.enquiries@borders.scot.nhs.uk](mailto:foi.enquiries@borders.scot.nhs.uk).

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **46-20** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within

six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.