



Information Governance

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Ref: FOI2017/4104 Review

12th September 2017

Dear

Internal Review of Response to Information Request Reference FOI 2017/4104 under the Freedom of Information Act 2000

Please find below the Trusts response to the request for an internal review in regards to the above Freedom of Information Request in accordance with the Information Commissioner's Guidance on the conduct of internal reviews. This review was undertaken by a Non-Executive Director (Reviewer).

The outcome of the review is set out below:

The Reviewer believes that the question was not answered fully. The Trust's response is not adequate on the points listed below.

1. The procedure for checking and restoring e mail accounts was not fully explained.

Please see the below for a breakdown of the process.

The Trust carries out backups on the Exchange Server mailboxes nightly, Monday to Friday, and is backed up to media tape. This backup starts at 23:00 and takes approximately 5 hours to complete.

Backup Retention

These backup tapes are kept for 3 weeks and will then be overwritten. A monthly backup is also taken which is kept for 12 months and then overwritten. The monthly backups are taken on the last Friday of every month.

Restore Time

It takes approximately 7 hours to carry out an individual users exchange mailbox restore, it would take 7 working days to review the monthly backups we still hold.

Information

This backup captures the data in the exchange mailboxes at a point in time. During this backup a copy of the users mailboxes are captured. Therefore the backup will only capture emails that are in the mailbox at that

time, it does not capture activity during a 24 hour period. If an email is sent on that day and deleted before the backup runs the email will not be on the backup.

Please also note that the Trust IT Acceptable Use Policy states

“Staff should note that the e-mail system is a method of communication, not a data store. Although copies of clinical and business information, with appropriate security protection, may be communicated via the e-mail system all source clinical or business information must be stored within the appropriate clinical or business system. All Trust mailboxes have a maximum storage limit. It is up to the e-mail user to maintain their e-mail within this limit. Increases in e-mail storage limits are only considered in very exceptional circumstances, only for business purposes and only on the presentation of an agreed business case. Staff should ensure that all personal e-mail is cleared from their mailbox as soon as it is practical to do so.”

I hope the above response provides you with clarification, however if we can be of any further assistance please do not hesitate to contact a member of the Information Governance Department on 01257 488271.

Yours sincerely,



Andrew Foster
Chief Executive

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If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you should write to: Information Governance Department, Wrightington, Wigan and Leigh NHS Foundation Trust, Wrightington Hospital, Hall Lane, Appley Bridge, Wigan, WN6 9EP

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally the ICO cannot make a decision unless you have exhausted the complaints procedure at: The Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF