

Information Governance
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Ref: FOI2019/5709

Date Received: 11th October 2019

Response Due: 8th November 2019

25th October 2019

Dear

INFORMATION REQUEST UNDER THE FREEDOM OF INFORMATION ACT 2000

You asked:

Under the terms of the freedom of information act can I respectfully request the following information in regard to your IT and Telecommunication equipment disposal process?

1. How Many staff do you have in your organisation?

As of 30th September 2019 – 6086

2. How many operational sites does the organisation have?

5 main sites

3. Who has the overall responsibility for the disposal of IT equipment within the organisation? Please supply Name, Job Title, Telephone and Email contact details.

Garry Harris – Acting Assistant Director of IM&T

The Trust does not routinely give out email addresses and direct telephone numbers of staff members as a large number of unsolicited emails/telephone calls could cause disruption to work by blocking email accounts/telephone lines and thereby preventing true work-related emails/calls from being delivered. However any of the above staff can be contacted via main switchboard on 01942 244000:

4. Does the organisation currently have an IT asset disposal policy?

Yes

5. Do you use a third-party IT asset disposal company for this?

Yes

6. What is the name of that partner?

Concept

7. Do you have a contract in place with this company?

Yes

8. How often are disposal collections run?

As required

9. If a contract is in place, when does this expire?

2nd January 2021

10. Do you currently pay for this service? No

11. if so, what is the typical cost over a 12-month period? N/A

12. How old is each asset before it is disposed of? E.g. 3 /4 / 5 years

Minimum 5 years or damaged devices

13. Do you presently receive any money back (rebates) for IT assets that you send to your disposal company?

Yes

14. Do you have a nominated Infrastructure Manager and who is this? Please supply Name, Job Title, Telephone and Email contact details.

No job title as Infrastructure Manager at WWL. If contact details are required to contact about services offered to the Trust need to the Procurement team not IT Directly

15. For devices with hard drive, do you require full destruction of hard drives, or just erasure and certification of erase?

Full destruction

16. Does the organisation have the ability to track an individual asset to ascertain the final route and destination of each asset disposed of? In the event of a data breach, how could you prove who had legal custody of each asset, and at what stage?

Yes

17. Does the current contract also include photocopiers / Multi-Functional Devices (MFDs)

Yes

18. How does your organisation finance MFDs... Lease or purchase?

Lease

19. Do you have a service contract in place for the copiers and if so when does this expire?

Yes – 16th November 2022 (with option to extend for a further 12 months)

20. Does your organisation have a contract in place for shredding of other forms of data, namely paper documents?

Yes

21. What is the spend in the last 12 months on paper shredding / destruction?

£25,867.34

22. If a contract is in place for paper and document shredding, when does this expire?

Please see response to question 19.

23. Does your supplier currently comply with the EU General Data Protection Regulation (GDPR) which came into force on 25th May 2018?

Yes

24. What ISO accreditations do you require for a disposal company to have in order to work with your organisation?

From a general waste disposal perspective, we would require ISO14001 Environmental Management Systems. The majority of Waste Companies also have ISO9001 Quality Management Systems and ISO18001 Occupational Health & Safety Management Systems.

There are also, specific ISO's relating to IT and the Confidentiality, these are as follows:

- ISO 27001 – Information Security Management Systems
- IG Toolkit Accreditation – minimum Level 2 performance
- Supplier shall obtain and maintain certification under the HM Government Cyber Essentials Scheme.

25. Who is the current appointed Data Protection Officer within the organisation, or person that presently deals with data protection? Please supply Name, Job Title, Telephone and Email contact details.

Paul Howard – Company Secretary/Data Protection Officer

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26. Are there presently any other services that your organisation requires around the lifetime management of your IT assets?

No

I trust that this information is helpful to you, however if you are not entirely satisfied with this response please do not hesitate to contact the Information Governance Department on 01257 488271. If we do not hear from you within 28 days we will assume that we have been able to accommodate your request under the Freedom of Information Act 2000.

Yours sincerely,



Rob Forster
Deputy Chief Executive/Director of Finance

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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