

17 February 2017

Wellington House
133-155 Waterloo Road
London SE1 8UG

By email

T: 020 3747 0000
E: nhsi.enquiries@nhs.net
W: improvement.nhs.uk

Dear [REDACTED]

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

I refer to your email of 17 January 2017 in which you requested information under the FOI Act from NHS Improvement. 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:

- “1. Does NHS Improvement currently have an IT asset disposal policy?*
- 2. Do you use a third party IT asset disposal company for this?*
- 3. What is the name of that partner?*
- 4. Do you have a contract in place with this company?*
- 5. If a contract is in place, when does this expire?*
- 6. Do you currently pay for this service? If so, what is the typical cost over a 12 month period?*
- 7. Does your supplier currently comply with the EU General Data Protection Regulation (GDPR) which comes into force on 25th May 2018?*
- 8. Who has the overall responsibility for the disposal of IT equipment within NHS Improvement? Please supply Name, Job Title, Telephone and eMail contact details.*
- 9. Does NHS Improvement 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?*
- 10. How old is each asset before it is disposed of?”*

Decision

NHS Improvement holds the information that you have requested. The responses to your questions are set out below.

Question 1

NHS Improvement does have an IT asset disposal procedure. IT equipment that requires destruction is physically destroyed and NHS Improvement receives a certificate of destruction for each device. Any device that does not hold data is disposed of in line with the aforementioned disposal procedure.

Question 2

This work is overseen by Advanced 365 as part of NHS Improvement's managed contract.

Question 3

Advanced 365.

Question 4

Yes, NHS Improvement has a contract with this company.

Question 5

The contract is due to expire in May 2018 with the potential to extend until May 2020. This is a managed contract rather than just disposal.

Question 6

This service is included within the contract.

Question 7

With regard to destruction, NHS Improvement is compliant with current legislative requirements i.e. the Electronic Waste Recycling Act. The General Data Protection Regulation (GDPR) is not yet in force however we are currently updating IT/ InfoSec procedures and policies to reflect the expected changes.

Question 8

The contact person is Mark Smith, Head of IT and can be contacted on 0203 747 0235 or at mark.smith@nhs.net

Question 9

NHSI has an up to date asset register which identifies each NHSI owned IT asset via its asset tag. The register is updated when an asset is destroyed and NHSI have been notified of this.

The asset register details the location and owner of the asset (office and employee using the asset), it also details if the asset has not been allocated to anyone and sits in the organisations premise, if these are with the managed contractor for disposal/repair, the age of the asset and due disposal date.

Question 10

The age varies but the minimum age is 3 years although much equipment has an extended life.

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,

A handwritten signature in black ink, appearing to read 'mssmith', with a long horizontal stroke extending from the end.

Mark Smith
Head of IT