

14 August 2025

**Our Ref:** FOI 1284

Dear

**Freedom of Information Act 2000  
Information in relation to Trust Infrastructure**

I am writing to confirm that the South Eastern Health & Social Care Trust (the Trust) has now completed its search for information relating to above which you requested on 17 July 2025.

A response to questions 1a, 2a, 2c, 2d, 2e, 3c, 3d, 3e, 4c, 4d, 4e, 5a, 5c, 5e, 5f, 5g, 6, 7c, 7d, 7e, 8, 9a, 9b and 9c has been provided by the Planning, Performance & Informatics Directorate and is attached in Appendix A.

In relation to questions 1b, 2b, 3a, 3b, 4a, 4b, 5b, 5d, 7a, and 7b, I would like to advise you that the Trust has decided not to release the information that is held for the following reasons:

The information requested in questions 1b, 2b, 3a, 3b, 4a, 4b, 5b, 5d, 7a, and 7b is exempt from release under Section 31 and Section 38 of the Freedom of Information Act 2000.

These are all qualified exemptions and so a Public Interest Test was carried out to decide if the information should be released or not. Having weighed up the factors for and against release, it was decided to withhold this information because the disclosure of such information would:

- a) (Section 31) Leave the Trust patients, clients & staff more vulnerable to crime
- b) (Section 38) permits the withholding of information if there is a risk to Health and Safety of Individuals within the Trust. To withhold there must be a likelihood of endangerment to the physical or mental health of any individual

Section 31 – Law Enforcement Section

**Section 31(1)(a)** states that information is exempt if its disclosure is likely to prejudice the prevention or detection of crime. ICO guidance states that this can be used to protect information on a public authority's systems which would make it more vulnerable to crime. It can be used by a public authority that has no law enforcement function:

- To protect the work of one that does
- To withhold information that would make anyone, including the public authority itself, more vulnerable to crime

### Section 38 – Health and safety

**Section 38 states** that as a security attack may lead to the placing of patient and client information into the public domain, the release of the requested information could potentially lead to harm for a number of patients (in a mental health context or may lead to physical harm)

The Trust believes there is a link between the risk endangerment for data subjects and the disclosure of the requested information. There would likely be a substantial detrimental effect on the physical or mental health of patients and clients, should the requested information be released

In accordance with the Freedom of Information Act 2000 this letter acts as a Refusal Notice in respect of questions 1b, 2b, 3a, 3b, 4a, 4b, 5b, 5d, 7a, and 7b.

If you are unhappy as to how this request has been handled, you have the right to seek a review within the Trust in the first instance. You should write to the Information Governance Department, Lough House, Ards Community Hospital ([informationgovernance@setrust.hscni.net](mailto:informationgovernance@setrust.hscni.net)) within two months of the date of this response and your complaint will be considered and a response provided, within 20 working days of receipt.

If, after receiving a response, you remain unhappy, you can refer your complaint to the Information Commissioner at The Information Commissioner's Office –Northern Ireland, 3rd Floor, 14 Cromac Place, Belfast, BT7 2JB. It is important to note that if you refer any matter to the Information Commissioner, you will need to show evidence of having gone through the Trust's internal review procedure to try to resolve the matter with the Trust in the first instance.

If you have any queries about this letter, please do not hesitate to contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely

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**Rebecca Manning**  
**Information Governance Officer**

**Q1a. Do you currently use any Software-as-a-Service (SaaS)? Do you plan to over the next 2 years?**

A1a. Yes, the Trust uses Software-as-a-Service (SAAS).

**Q2. For each element detailed below, how does your organisation manage its data storage:**

- **In-House data**
- **Data Storage Management**
- **Other (Please specify)**

**Please provide:**

- a. On premises/Off premises**
- c. Annual Spend 2024/2025**
- d. Contract end date**
- e. Additional notes**

A2. Please see Table 1.

Please note, that the spend for Data Storage Management is included within the In-House Data spend as they are categorised together and cannot be broken down individually.

Table 1

<b>Category</b>	<b>a. On/Off Premises</b>	<b>b. Annual Spend 2024/2025</b>	<b>c. Contract End Date</b>
In-House Data	On Premises	£338,000	29/05/2026
Data Storage Management	On Premises		29/05/2026

**Q3. Which internal (staff) messaging system does your organisation use?**

- **Whatsapp**
- **Signal**
- **SMS**
- **Teams**
- **Multidisciplinary team (MDT) groups**
- **Other (please specify)**

**Please provide:**

- c. % Accounted for overall by this method**
- d. Contract end date**
- e. Additional notes**

A3. The Trust uses the following internal (staff) messaging systems:

- SMS
- Teams
- Other system

Please see Table 2 for the requested information.

Table 2

Category	c. % Accounted for	d. Contract End Date	e. Additional Notes
SMS	Unknown*	31/03/2027	N/A
Teams	N/A**	N/A	N/A
Other System 1	Unknown	31/03/2026	Two Contracts
Other System 2	Unknown	18/05/2026	

\*Unknown - The information requested is not monitored/recorded by the Trust, therefore cannot be provided.

\*\*N/A - Please note that Teams is managed by the Business Service Organisation (BSO). If you wish to pursue this request please refer to the BSO on [foi.bso@hscni.net](mailto:foi.bso@hscni.net)

**Q4. Which external (for patients/outpatients) messaging system does your organisation use?**

- **Whatspp**
- **Signal**
- **SMS**
- **Teams**
- **Apps**
- **Other (please specify).**

**Please provide:**

**c. % Accounted for overall by this method**

**d. Contract end date**

**e. Additional notes**

A4. The Trust uses the following external (for patients/outpatients) messaging system. Please see Table 3 for the requested information.

- SMS

Table 3

Category	c. % Accounted for	d. Contract End Date	e. Additional Notes
SMS	Unknown*	31/03/2026	Two Contracts
SMS	Unknown	31/03/2027	

**Q5. Do you currently have a remote monitoring system?**

**a. Yes/No**

**c. Number of devices**

**e. Total annual spend 2024/2025**

**f. Contract end date**

**g. Additional notes**

A5. Please see Table 4.

Table 4

<b>a. Yes/No</b>	<b>c. No of Devices</b>	<b>e. Total Annual Spend 2024/2025</b>	<b>Contract End Date</b>	<b>Additional Notes</b>
Yes	60	Nil	31/10/2025	12 Month Trial – No Financial Cost to the Trust

**Q6. If your organisation does not currently have remote monitoring solutions, are you planning to implement any within the next two years?**

**a. Yes/No**

**b. Preferred supplier**

**c. Expected types**

**d. Additional notes**

A6. Please see Table 5.

Table 5

<b>a. Yes/No</b>	<b>b. Preferred Supplier</b>	<b>c. Expected Types</b>
Yes	Unknown	Unknown

**Q7. Does your Trust have a database management supplier?**

**c. Total annual spend 2024/2025**

**d. Contract end date**

**e. Additional notes**

A7. Please see table 6.

Please note, in regards to the spend, the Trust is unable to provide the requested breakdown as the database management system is part of a larger contract with other costs included.

Table 6

<b>d. Contract End Date</b>	<b>Additional Notes</b>
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31/01/2027	N/A
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**Q8. Does your Trust have data mining suppliers?**

- a. Software name**
- b. Main supplier**
- c. Total annual spend**
- d. Contract end date**
- e. Additional notes**

A8. No, the Trust does not have data mining software.

**Q9a. Do you currently use any eProcurement software?**

- **Software name**
- **Main provider**
- **Total annual spend 2024/2025**
- **Contract end date**
- **Additional notes**

**Q9b. Of the modules you have purchased with this software, which are you actively using?**

**Q9c. If you do not use any eProcurement software, do you plan to over the next 2 years?**

A9. In response to questions 9a to 9c, the eProcurement Software is managed by the BSO. If you wish to pursue this request please refer to the BSO on the details provided in A3.