



East London
NHS Foundation Trust
Information Governance
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31 October 2024

Our reference: FOI DA5683

I am responding to your request for information received 30 October 2024. This has been treated as a request under the Freedom of Information Act 2000.

I am now enclosing a response which is attached to the end of this letter. Please do not hesitate to contact me on the contact details above if you have any further queries.

Yours sincerely,

Information Rights Coordinator

If you are dissatisfied with the Trust's response to your FOIA request then you should contact us and we will arrange for an internal review of this decision.

If you remain dissatisfied with the decision following our response to your complaint, you may write to the Information Commissioner for a decision under Section 50 of the Freedom of Information Act 2000. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

Tel: 0303 123 1113
Web: www.ico.org.uk

Please note that the data supplied is not allowed to be re-used and/or published without the explicit consent of East London NHS Foundation Trust. Please contact the signatory to request permission if this is your intention



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'what matters' to everyone, achieve a better quality
of life and continuously improve our services.
We care . We respect . We are inclusive

Chief Executive Officer: Lorraine Sunduza
Chair: Eileen Taylor

Request: This is a request for records under the Freedom of Information Act (2000). I am requesting the record about document redaction in detail. In particular, I ask for:

Question 1: Please describe the process and standards used by your organization to redact documents. Specifically, what guidelines, standards, or procedures are followed to protect personal and sensitive information?

Answer: The Trust has reviewed question 1 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 21(1) of the FOI Act states:

(1) Information which is reasonably accessible to the applicant otherwise than under section 1 is exempt information.

In line with our standards generally, all staff adhere to our Information Governance policies. The information is available here:

<https://www.elft.nhs.uk/information-about-elft/trust-policies-procedures>

Question 2: Does your organization use any tools, software, or automated systems for document redaction? If yes, please specify the types of tools used (e.g., AI-based systems, machine learning models, manual redaction tools).

Answer: Yes. The Trust uses Adobe Pro software for document redactions.

Question 3: Please provide details about any AI or machine learning technologies used to support document redaction, including the names of any software or vendors. If an automated tool or AI-based system is used for document redaction, does your organization include a human review step in the process before finalizing redaction? Please describe the role of human reviewers.

Answer: The Trust has reviewed question 3 of your request for information under the Freedom of Information Act (FOI) 2000.

Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not use AI software for redactions and is therefore unable to provide a response.

Question 4: Please provide details on training provided to individuals involved in the document redaction process, particularly for AI-based or automated redaction tools. How are staff trained to identify sensitive information and use these tools effectively

Answer: The Trust provides in house training and external courses where necessary. Please note we do not use automated or AI based tools.

Question 5: What are the biggest challenges your organization faces when redacting documents particularly when using automated or AI-based systems?

Answer: The Trust has reviewed question 5 of your request for information under the Freedom of Information Act (FOI) 2000.



Section 1(1) of the Freedom of Information Act 2000 states:

*Any person making a request for information to a public authority is entitled—
(a) to be informed in writing by the public authority whether it holds information
of the description specified in the request, and
(b) if that is the case, to have that information communicated to them.*

East London NHS Foundation Trust does not record the information requested and is therefore unable to provide a response.



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