

Freedom of Information Request

Reference Number: [EPUT.FOI.22.2716](#)
Date Received: [14th of November 2022](#)

Information Requested:

1) Which software, if any, does the Trust use to process the following information requests:

a) FOI requests

[No software installed](#)

b) EIR requests

[No software installed](#)

c) DSAR requests

[No software installed](#)

d) Complaints

[Datix](#)

e) Compliments

[Datix](#)

f) The processing or management of Safeguarding cases

[Datix](#)

g) Who provides this software?

[R L Datix](#)

h) What does it cost the Trust annually?

[The Trust believes that this information is of commercial interest and may prejudice either the supplier or the Trust. The Trust is therefore applying Section 43 of the Act \(Commercial Interests\):](#)

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(1) [Information is exempt information if it constitutes a trade secret](#)

(2) [Information is exempt information if its disclosure under this Act would, or would be likely to; prejudice the commercial interests of any person \(including the public authority holding it\)](#)

(3) [The duty to confirm or deny does not arise if, or to the extent that, compliance with section 1\(1\)\(a\) would, or would be likely to, prejudice the interests mentioned in subsection \(2\)](#)

Publication Scheme:

As part of the Freedom of Information Act all public organisations are required to proactively publish certain classes of information on a Publication Scheme. A publication scheme is a guide to the information that is held by the organisation. EPUT's Publication Scheme is located on its Website at the following link

<https://eput.nhs.uk>