

By email to: [REDACTED]

Human Tissue Authority

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Tel 020 7269 1900

Web www.hta.gov.uk

Email enquiries@hta.gov.uk

Date 21 April 2021

Dear [REDACTED]

Freedom of Information request

Thank you for your request for information under the Freedom of Information Act (FOIA), which was received by the Human Tissue Authority (HTA) on 23 March 2021. Your email outlined the following request:

I would like to make a Freedom of Information request for the following pieces of information:

1) How many Freedom of Information requests were received in the following calendar years

- 2017
- 2018
- 2019

Of these requests, what % were responded to within regulatory deadlines?
Is a case management system or other software service to manage these requests?
If so please state which software / system is used.

2) How many Subject Access Requests or other requests under GDPR/Data Protection legislation were received in the following calendar years.

- 2017
- 2018
- 2019

Of these requests, what % were responded to within regulatory deadlines?
Is a case management system or other software service to manage these requests?
If so please state which software / system is used.

3) How many written (letter, email, webform submission) Complaints and other enquiries were received in the following calendar years. For the avoidance of doubt this refers to general complaints received by the organisation not specifically those relating to information rights.

- 2017
- 2018
- 2019

Is a case management system or other software service to manage these requests?
If so please state which software / system is used.
If not all information is available please do treat each request separately.

Response

- 1) The number of Freedom of Information Act requests that were received in the following years is stated below:

- 2017 - 27
- 2018 - 35
- 2019 - 35

Of these request 94.8% were responded to within regulatory timeframes (20 working days). This figure excludes one FOI request received in 2019 where the date of response cannot be determined.

The HTA uses a Customer Relationship Management System to record all FOIA requests that are received.

- 2) The number of subject access requests that were received in the following years is stated below:

- 2017 - 0
- 2018 - 0
- 2019 – 0

As there were none received we cannot provide a response about regulatory deadlines.

The HTA uses a Customer Relationship Manager System to record all Subject Access Requests that are received.

- 3) The number of complaints that were received by the HTA in the following years is stated below:

- 2017 - 2
- 2018 - 6

- 2019 - 8

The HTA uses a Customer Relationship Management system and excel spreadsheet to record all complaints that are received.

Further information

If you are unhappy with the way the HTA has handled your request for information in this case, you may in the first instance ask us for an internal review by writing to us at the above postal or email address.

If you remain dissatisfied with the handling of your request, you have the right to appeal directly to the Information Commissioner for a decision, at the address below. There is no charge for making an appeal.

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

Telephone: 08456 30 60 60 or 01625 54 57 45

Website: www.ico.gov.uk

Yours sincerely

A black rectangular box redacting the signature of the Information Commissioner.A black rectangular box redacting the address of the sender.