

**Freedom of Information Request**

**Ref: 24-779**

6 November 2024

By Email

Dear Sir/Madam

Thank you for your request for information under the Freedom of Information Act 2000. The Trust's response is as follows:

- We can confirm that we do hold the information you are requesting

**We are currently looking into our auto forward rules within our Trust as this creates a lot of issues for our IT department. I would be very grateful if you could advise how you handle this within your Trust, please can you provide answers to the following questions:**

- **Does your Trust allow staff to auto forward from their work email address, either to personal or additional work email addresses?**

No

- **Does your Trust allow staff to add rule based forwards from their work email address?**

Yes internally, no externally

- **If auto forward is allowed, do you have a policy or guidance of when this is allowed?**

- **How do Monitor auto forward when in place?**

Monitoring is not required as external auto forwarding is prohibited at an exchange level.

This concludes our response. We trust that you find this helpful, but please do not hesitate to contact us directly if we can be of any further assistance.

If, after that, you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to:

Data Protection Officer  
University Hospitals Bristol and Weston NHS Foundation Trust  
Trust Headquarters  
Marlborough Street  
Bristol

BS1 3NU

Please remember to quote the reference number above in any future communications.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF

#### Publication

Please note that this letter and the information included/attached will be published on our website as part of the Trust's Freedom of Information Publication Log. This is because information disclosed in accordance with the Freedom of Information Act is disclosed to the public, not just to the individual making the request. We will remove any personal information (such as your name, email and so on) from any information we make public to protect your personal information.

To view the Freedom of Information Act in full please click [here](#).

Yours sincerely

**Freedom of Information Team**  
**University Hospitals Bristol and Weston NHS Foundation Trust**