



Patient and Client Council
5th Floor, 12 -22 Linenhall Street
Belfast
BT2 8BS

13 May 2026

By Email

[REDACTED]

Ref: FOI 2766

Dear [REDACTED]

I am writing to you in response to your Freedom of Information request received by the Patient and Client Council (PCC) on 4th March 2026 in which you requested information relating to Recorded Assurance for Software Based Data Erasure of End of Life IT Equipment.

Please find the response below:

Whether your organisation's policies, contractual terms, or internal procedures require an explicit outcome based warranty or guarantee that personal data on a specific storage device has been rendered irrecoverable as a final data state following software based erasure.

Yes

Where software based erasure of storage media is undertaken internally, what recorded evidential assurance is relied upon to conclude that the final data state of the specific storage device is irrecoverable, as distinct from confirmation that an erasure process was executed.

Not applicable as disposals are not undertaken internally.

3) Where software based erasure is undertaken by a third party provider:

a. Do the certificates or contractual documents held constitute an explicit outcome based warranty or guarantee of irrecoverability for each specific storage device processed?

Yes

b. Beyond reliance on supplier accreditation or recognised standards including but not limited to ADISA certification, ISO accreditation, NIST alignment, HMG IA standards, NHS Digital guidance, or Data Security and Protection Toolkit assertions, and beyond confirmation that a wiping process was completed, does the organisation hold any recorded, device specific documentation evidencing independent verification, testing, or validation that the data on the storage media has been rendered irrecoverable in practice?

Yes

3) If no explicit outcome based warranty or device specific outcome evidence is held beyond certification, accreditation, or confirmation of process completion, please confirm what recorded form of evidential assurance is relied upon when concluding that personal data has been rendered irrecoverable.

Not applicable – explicit outcome based warranties and device specific outcome evidence is held.

I hope that the information provided assists you. If you are dissatisfied in any way with the handling of your request, you have the right to request a review. You should do this as soon as possible or in any case within two months of the date of issue of this letter as the PCC, along with all other public authorities are not obliged to accept internal review requests after this period has lapsed.

In the event that you require a review to be undertaken, you can do so by writing to The Business Services Organisation (BSO), which provides an Information Governance service on our behalf:

Post: Information Governance Manager,
2 Franklin Street,
Belfast,
BT2 8DQ

Email: foi.bso@hscni.net

If, following an internal review, carried out by an independent decision-making panel, you remain dissatisfied in any way with the handling of the request, you may make a complaint to the Information Commissioner's Office and ask that they investigate whether the PCC has complied with the terms of the Freedom of Information Act

You can contact Information Commissioner at:

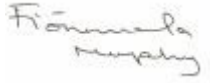
The Information Commissioner's Office – Northern Ireland
10th Floor
Causeway Tower
9 James Street South
Belfast
BT2 8DN

Telephone: 0303 123 1114

Email: ni@ico.org.uk

In most circumstances the Information Commissioner will not investigate a complaint unless an internal review procedure has been carried out. However the Commissioner has the option to investigate the matter at his discretion.

Yours Sincerely,

A handwritten signature in dark ink, appearing to read 'Fionnuala Murphy'.

Fionnuala Murphy
Business and Governance Manager
Patient and Client Council