



4 March 2026

Email:

Dear

FREEDOM OF INFORMATION REQUEST

Request No: 47289-26
Subject: CAFM systems
Date Received: Monday 2nd March 2026

Thank you for your request for information received on 2nd March 2026 which was dealt with under the terms of the Freedom of Information Act 2000. Northern Ireland Ambulance Service (NIAS) Health and Social Care Trust has now completed its search for the information you requested and that is detailed below.

FOI QUESTION(S)	ANSWER(S)
Q1. What software does your Trust currently use for its CAFM (Computer Aided Facilities Management) solution? If multiple systems are in use, please list all solutions rather than only the primary system.	MICAD
Q2. What is the contract expiry date for the software used? If the contract is annual or rolling, please state this. If multiple systems are in use, please provide the known expiry date (or contract term details) for each.	31/03/2027
Q3. Who is the person responsible for managing this system?	Section 40 Exemption applies.
Q4. What is that person's job title?	Business Manager

Section 40 – Personal Information (2)(a) & (3A)(a)

40 Personal information

- (1) Any information to which a request for information relates is exempt information if it constitutes personal data of which the applicant is the data subject.
- (2) Any information to which a request for information relates is also exempt information if—
 - (a) it constitutes personal data which does not fall within subsection (1), and
 - (b) the first, second or third condition below is satisfied.
- (3A) The first condition is that the disclosure of the information to a member of the public otherwise than under this Act—
 - (a) would contravene any of the data protection principles, or
 - (b) would do so if the exemptions in section 24(1) of the Data Protection Act 2018 (manual unstructured data held by public authorities) were disregarded.
- (3B) The second condition is that the disclosure of the information to a member of the public otherwise than under this Act would contravene Article 21 of the UK GDPR (general processing: right to object to processing).



(4A) The third condition is that

- (a) on a request under Article 15(1) of the GDPR (general processing: right of access by the data subject) for access to personal data, the information would be withheld in reliance on provision made by or under section 15, 16 or 26 of, or Schedule 2, 3 or 4 to, the Data Protection Act 2018, or
- (b) on a request under section 45(1)(b) of that Act (law enforcement processing: right of access by the data subject), the information would be withheld in reliance on subsection (4) of that section.

To release the information would breach Section 40(2)(a) (3A)(a) of the Freedom of Information Act 2000 and would contravene the data protection principles.

Section 40 of the FoI Act relates to personal information. Personal data of a third party is exempt from disclosure under Section 40(2) of the Freedom of Information Act 2000 if its disclosure to a member of the public would contravene any of the Data Protection Principles. NIAS considers that disclosure of staff details would breach the first Data Protection Principle which requires personal data to be “processed lawfully, fairly and in a transparent manner”. Article 5(1) of the UK GDPR says personal data shall be:

- (a) processed lawfully, fairly and in a transparent manner in relation to the data subject (‘lawfulness, fairness, transparency’).

The ICO’s guidance on Article 5(1) of the GDPR states: “Processing of personal data must always be fair as well as lawful. If any aspect of your processing is unfair you will be in breach of this principle – even if you can show that you have a lawful basis for the processing. In general, fairness means that you should only handle personal data in ways that people would reasonably expect and not use it in ways that have unjustified adverse effects on them. You need to stop and think not just about how you can use personal data, but also about whether you should. Assessing whether you are processing information fairly depends partly on how you obtain it. In particular, if anyone is deceived or misled when the personal data is obtained, then this is unlikely to be fair. In order to assess whether or not you are processing personal data fairly, you must consider more generally how it affects the interests of the people concerned – as a group and individually”.

Personal data is information which relates to a living individual who can be identified from the requested information or from a combination of that information and other information known to the data controller. In this case the personal data which NIAS considers exempt are the job titles of members and any further classifications aligned with the response to the questions asked.

NIAS considers that some key, senior post holders and decision makers in the Trust can reasonably expect that their identities are disclosed into the public domain in appropriate circumstances, however more junior members of staff would not.

The balance between the legitimate public interest in disclosure and the rights and freedoms of the individuals concerned in this particular case supports a conclusion that disclosure of these details would not be fair or lawful in this case, on the basis of the grounds set out above.

NIAS believes that any further disclosure of the information may give rise to actionable breach of the first data protection principle, which states that personal information must be processed lawfully, fairly and in a transparent manner. The conditions for processing personal information are largely based on the “necessity” to process personal information and in this case NIAS does not consider the disclosure of these details to be necessary.

Neither does NIAS have the consent of the individuals concerned to release their personal data into the public domain. This information associated with these posts is therefore withheld from disclosure.

Therefore Section 40(2) in these circumstances is an absolute exemption and there is no requirement for the public interest test to be considered.

I hope the above fully assists you.

Please note that, under the Re-use of Public Sector Information Regulations, if you wish to publish or otherwise use this information besides for your own means, you will need to seek our permission to do so.

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.

If you require an internal review to be undertaken, please request this via the email address: information.governance@nias.hscni.net

Or submit via

Director of Planning, Performance and Corporate Services, Northern Ireland Ambulance Service (NIAS) HSC Trust, Site 30, Knockbracken Healthcare Park, Saintfield Road, Belfast, BT8 8SG.

If following an internal review, you remain dissatisfied in any way with the handling of the request, you may make a complaint under Section 50 of the Freedom of Information Act, to the Information Commissioner's Office and ask that they investigate whether the Trust has complied with the terms of the Freedom of Information Act.

You can write to the Information Commissioner at:

Email: ni@ico.org.uk
Website: [ICO Website](https://ico.org.uk)
Post: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, CHESHIRE SK9 5AF
Telephone: 028 9027 8757 or 0303 123 1114 (Belfast based Office)

Please be advised that NIAS replies under Freedom of Information may be released into the public domain via our website @ <https://nias.hscni.net> Personal details in respect of your request will have, where applicable, been removed to protect confidentiality.

Yours sincerely

(not signed – issued by email)

Information Governance Team

This response has been prepared for disclosure log publication. Only minor editorial or redaction amendments have been made for clarity and compliance with data protection legislation. The substantive content is identical to that provided to the requestor and the original issued version remains the authoritative record.