



Llywodraeth Cymru
Welsh Government

ATISN 15965

17 January 2022

Dear

ATISN 15965 – 999 Calls

Thank you for your request to the Welsh Government for information under the Freedom of Information Act (2000) received on 14 January 2022 relating to the 999 calls. You requested the following:

- *The number of calls made to 999 services in Wales relating to suicide for 2019, 2020 and 2021*

Response

Welsh Government does not hold the information you are requesting.

Emergency 999 calls are directed to one of the four emergency services, Ambulance, Police, Fire and Rescue and HM Coastguard. In the first instance, you may wish to contact the Welsh Ambulance Service Trust (WAST) and I have added their contact details below:

Welsh Ambulance Service (NHS) Trust
H.M. Stanley Hospital
St Asaph
Denbighshire, LL17 0RS
Email: FOI.amb@wales.nhs.uk

Next Steps

The request you sent me contains personal information about you - for example, your name and address. The Welsh Government will be the data processor for this information and, in accordance with the General Data Protection Regulation, it will be processed in order to fulfil our public task and meet our legal obligations under the Act to provide you with a response.

We will only use this personal information to deal with your request and any matters which arise as a result of it. We will keep your personal information and all other information

relating to your request for three years from the date on which your request is finally closed. Your personal information will then be disposed of securely.

Under data protection legislation, you have the right:

- to be informed of the personal data we hold about you and to access it
- to require us to rectify inaccuracies in that data
- to (in certain circumstances) object to or restrict processing
- for (in certain circumstances) your data to be 'erased'
- to (in certain circumstances) data portability
- to lodge a complaint with the Information Commissioner's Office (ICO) who is our independent regulator for data protection

For further information about the information which the Welsh Government holds and its use, or if you wish to exercise your rights under the GDPR, please see contact details below:

Data Protection Officer
Welsh Government
Cathays Park
CARDIFF
CF10 3NQ
Email: DataProtectionOfficer@gov.wales

If you are dissatisfied with the Welsh Government's handling of your request, you can ask for an internal review within 40 working days of the date of this response. Requests for an internal review should be addressed to the Welsh Government's Freedom of Information Officer at:
Information Rights Unit,
Welsh Government,
Cathays Park,
Cardiff,
CF10 3NQ

or Email: Freedom.ofinformation@gov.wales

Please remember to quote the ATISN reference number above.

You also have the right to complain to the Information Commissioner. The Information Commissioner can be contacted at:
Information Commissioner's Office,
Wycliffe House,
Water Lane,
Wilmslow,
Cheshire,
SK9 5AF.

However, please note that the Commissioner will not normally investigate a complaint until it has been through our own internal review process

Yours sincerely,