



GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

Tŷ Glan-yr-Afon
21 Heol Ddwyreiniol Y
Bont-Faen, Caerdydd
CF11 9AD

Tŷ Glan-yr-Afon
21 Cowbridge Road
East, Cardiff
CF11 9AD

Our ref: FOI/5987344

Date: 17/04/2025

Thank you for your request for information in which you asked for information on Digital Health and Care Wales' Risk Management Systems.

We hold this information. Please find answers to your questions below.

1. *What risk, compliance or incident management software do you currently use?*

Datix Web (Risk) /Datix Cymru (Incident and complaints)

2. *Which vendor provides this software?*

RL Datix

3. *What is your annual license fee for this software?*

The charge for Datix Web and Datix Cymru for 24/25 was £11056.78.

4. *When is the contract renewal date for this software?*

Contract Expires December 2027

I hope this helps.

This response has been provided in the spirit of the Freedom of Information Act. If you are not satisfied with my response or the process followed, you have a right to complain and request a review. You should forward your complaint to:

Darren Lloyd
Data Protection Officer
Digital Health and Care Wales
Tŷ Glan-yr-Afon
21 Cowbridge Road East
Cardiff



GIG
CYMRU
NHS
WALES

Iechyd a Gofal
Digidol Cymru
Digital Health
and Care Wales

Tŷ Glan-yr-Afon
21 Heol Ddwyreiniol Y
Bont-Faen, Caerdydd
CF11 9AD

Tŷ Glan-yr-Afon
21 Cowbridge Road
East, Cardiff
CF11 9AD

CF11 9AD

Should you wish to take your complaint further, if you are still unhappy with the decision after review, you can contact the:-

Information Commissioner's Office - Wales
2nd Floor,
Churchill House,
Churchill Way,
Cardiff,
CF10 2HH

Telephone: 0330 414 6421
Fax: 029 2067 8399
Email: wales@ico.gsi.gov.uk

If you have any queries about this request do not hesitate to contact me.

Yours Sincerely,

Ben Tuckett
Information Governance Assurance Officer
Information Governance
Digital Health and Care Wales