

<b>Reference:</b>	FOI.3477.20
<b>Subject:</b>	Correspondence sent by Royal Mail
<b>Date of Request:</b>	1 July 2020

**Requested:**

1. What was the return address on the plastic bag?
2. Were the documents bundled in any order inside the plastic bag?
3. What HDUHB post room received the plastic postage bag directly from you?
4. What time did the HDUHB post room receive the plastic postage bag directly from you?
5. Would HDUHB confirm that Royal Mail has received a complaint from HDUHB?

**Response:**

Hywel Dda University Health Board regrets to inform you the information requested is not held.

The Freedom of Information Act 2000 (FoIA) covers any recorded information that is held by a public authority; recorded information includes printed documents, computer files, letters, emails, photographs, and sound or video recordings.

The FoIA does not cover information that is in someone's head. The UHB has an obligation to provide information already in recorded form, but cannot create new information or find the answer to a question by asking a staff member who may know it.