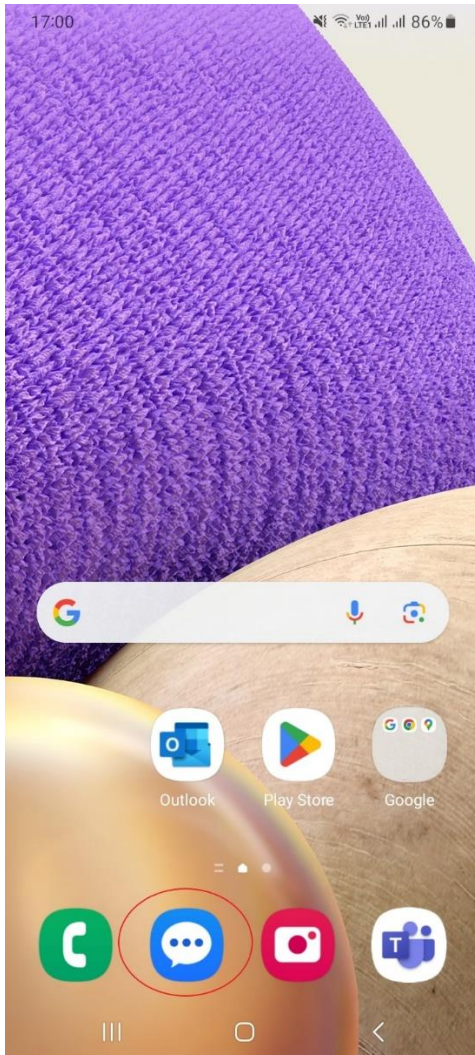


How to export a Text message conversation:

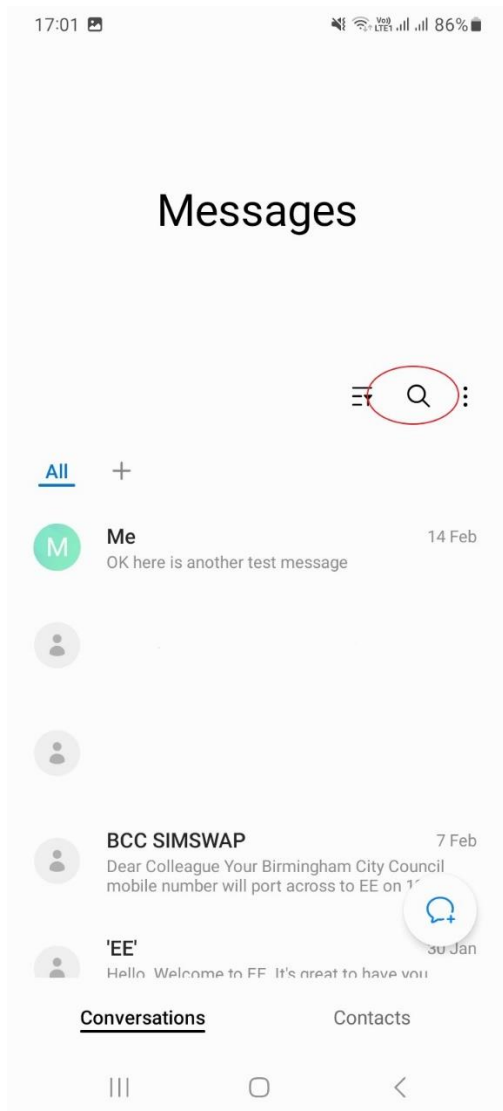
There is not the functionality on Trust-issued phones to export your text messages as a text file in the same way as WhatsApp messages, therefore this will have to be done via screenshots.

First open the text messaging app on your phone. Select the blue icon with a speech bubble.

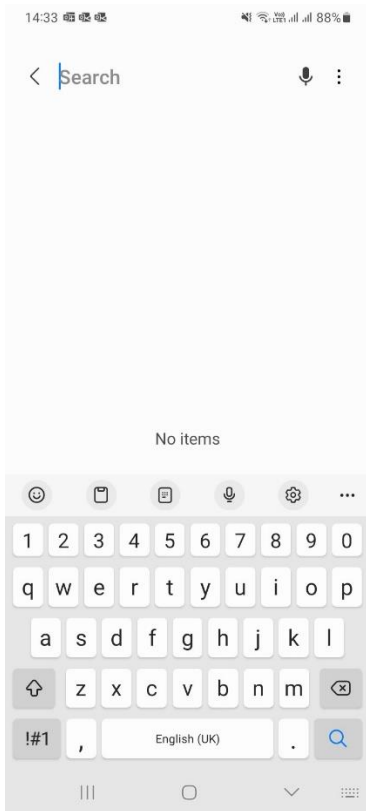


This will open the text messaging app.
You should now be able to see a list of all your text message conversations.

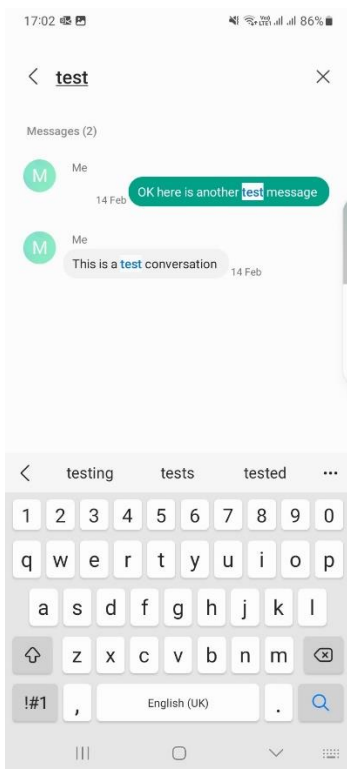
Select the search button which is shaped like a magnifying glass.



This will bring up the search screen and allow you to search your text messages.



In the 'Search' bar at the top, search for the requester's name.

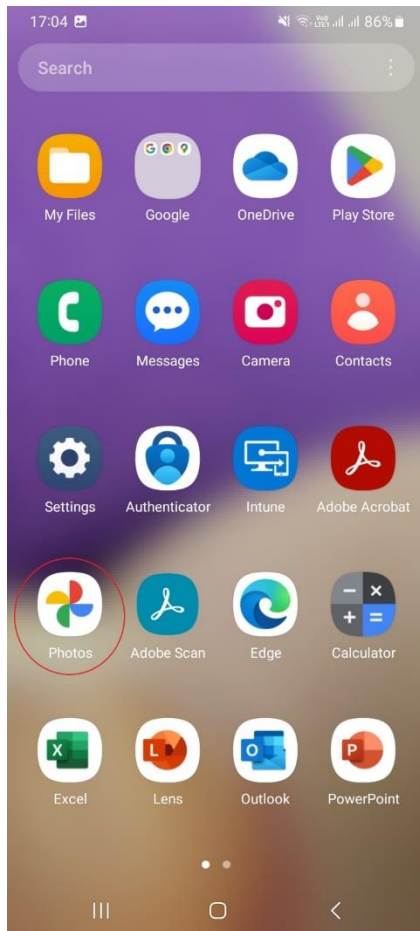


For any messages/screens of messages that directly mention the requester OR where the requester is the focus of the conversation, take a screen shot. Please only send screen shots of messages that are within the scope of the search.

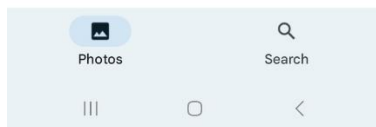
To do this, hold down the power and volume button at the same time.

If there are multiple messages/pages of messages you may need to take multiple screen shots – this will only capture what is visible on the screen at the time.

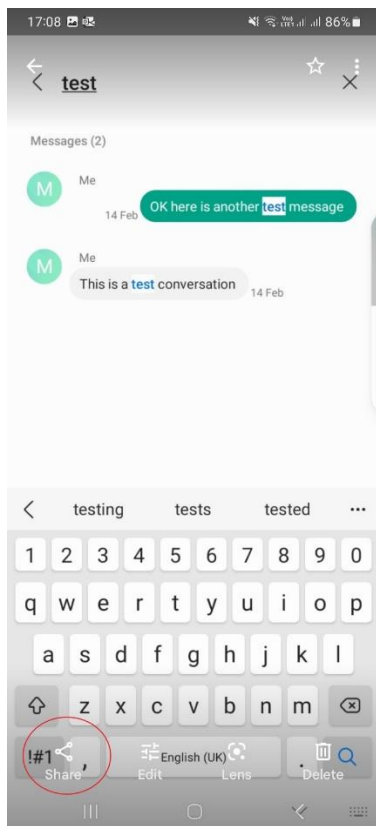
Once you have a screen shot of all relevant messages, open your Photos app.



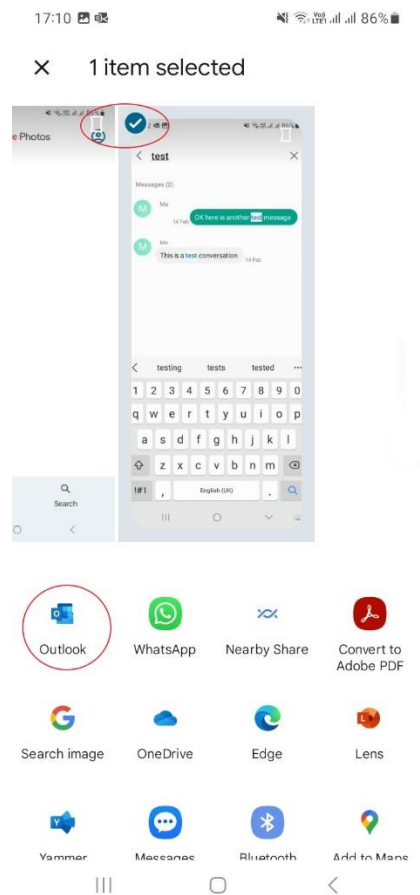
Then select the screen shot or the first of the screen shots you need to send over.



This will open the image of the screen shot. Click the 'Share' icon in the bottom left.



This will bring up your sharing options.



Here if you have multiple screen shots, you can swipe between the images at the top and for each one you need to share, press to make sure there is a blue tick.

Then select the 'Outlook' icon.

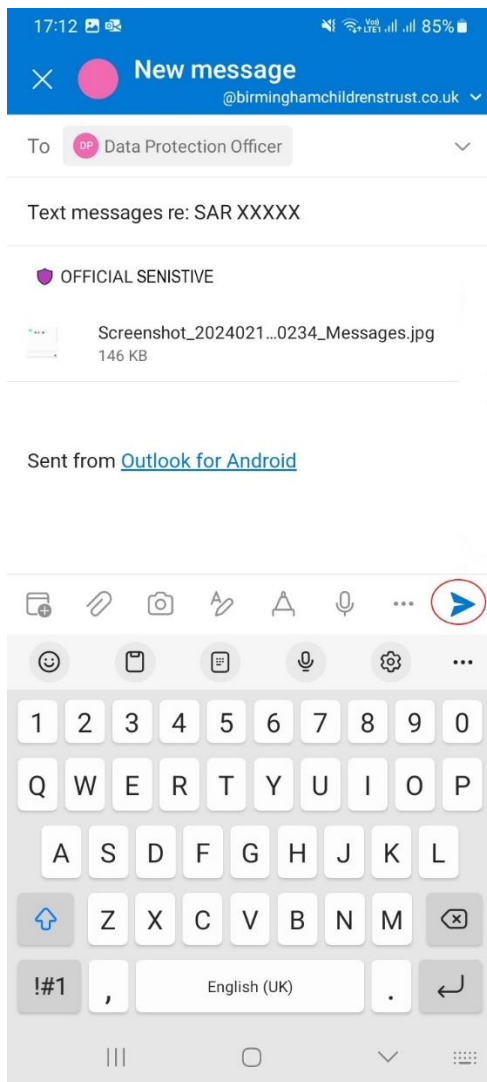
This will attach the screen shots to an email.

In the 'To' field type DPO@birminghamchildrenstrust.co.uk.

Double check the email address.

In the subject field type 'Text messages re: SAR (insert reference number)'

Set the sensitivity to 'Official Sensitive.'



Click the blue right pointing arrow to send the email.

Please note: please do not send exported conversations from any of your personal devices – they do not fall within the scope of the request. Please send information held on Trust-issued devices only.

If you do not have any text messages that mention the requester whatsoever, then please let us know immediately.

What will happen next?:

An external redaction agency will then be employed to remove/redact any third party information, and ensure that the only information disclosed to the requester is specifically about them, and the search terms that they requested.

The disclosure will be approved by HR before being shared with the requester. Once the disclosure has been shared with the individual, the original exported chats/conversation will be deleted.

If you have any questions about this process, please feel free to contact the Data Protection Officer, (DPO@birminghamchildrenstrust.co.uk).