

Making an Data Subject Access Request (DSAR)

Read this leaflet carefully!

- Ask at reception for a Data Subject Access Request Form.
- Ensure that the form is fully completed, using a separate sheet of paper if necessary.
- Your request will be dealt with by the Practice within 1 calendar month. For complex requests we may have to extend this time period but we will notify you of this within the period of 1 calendar month and explain why the extension is necessary.
- We will contact you when your records are ready for collection and you will be asked to provide photographic identification on collection of your records.

Send the application to:

**The Data Controller
Marden Medical Practice
25 Sutton Road
Shrewsbury
Shropshire
SY2 6DL**

**Telephone: 01743 241313
Fax: 01473 360725**

Complaints

These must be in writing and addressed to the Practice Manager.

Where the complaint is by a third party, and the complaint or enquiry related to someone else, the written consent of the Data Subject is required. Where this is not possible full justification must be given.

All complaints will be acknowledged within 3 working days, with regular updates during the course of any investigation. We aim to resolve complaints within 40 working days and where this is not possible an update with timescales will be given.

Terms Used

Data Controller

The entity that determines the purposes, conditions and means of the processing of personal data. In this case the Data Controller is Marden Medical Practice

Data Subject

This is the person about whom the personal data is being processed.

Data Processor

A person or organisation who takes an action with the personal on behalf of the Data Controller.

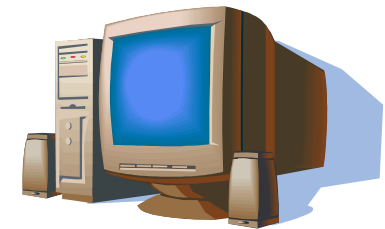
Third Party

A person or body other than the Data Subject.

All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements.

Marden Medical Practice

Access to Medical Records and General Data Protection Regulations



PARTNERS

Dr Louise Houghton
Dr Sarah Butler
Dr Carla Ingram
Dr Ella Baines

Mrs Zoe George – Practice Manager

**MARDEN MEDICAL PRACTICE ARE
ACCEPTING NEW PATIENTS**

Leaflet revised 24.05.18

What Are Medical Records?

To provide you with the highest quality of healthcare, Marden Medical Practice must keep records about you, your health and the care we have provided to you or plan to provide to you.

Care records may be electronic, on paper or a mixture of both.

Your records include basic details such as your address, ethnic group and next of kin. They also contain facts about your health, including appointments and test results. They may also contain information based on the professional opinion of the staff caring for you.

You have our commitment that we will use your records in ways that respect your rights and promote your health and wellbeing.

General Data Protection Regulations

On the 25th May the General Data Protection Regulations (GDPR) come into effect.

GDPR replaces the Data Protection Directive 95/46/EC and is designed to harmonise data privacy laws across Europe, to protect and empower all EU citizens' data privacy and to reshape the way in which organisations across the region approach data privacy.

The GDPR sets out seven key principles:

- Lawfulness, fairness and transparency
- Purpose limitation
- Data minimisation
- Accuracy
- Storage limitation
- Integrity and confidentiality (security)
- Accountability

For more information please see our Practice Privacy Notice on our website or pick up a copy at Reception.

Access—Data Subject

The Data Protection Act 1998 and General Data Protection Regulations allows you to find out what information is held about you including information held within your medical records, either in electronic or physical format. This is known as the “right of subject access”. If you would like to have access to all or part of your records, you can make a request in writing to the organisation that you believe holds your information. This can be your GP, or a provider that is or has delivered your treatment and care. You should however be aware that some details within your health records may be exempt from disclosure, however this will be in the interests of your wellbeing or to protect the identity of a third party.

All requests for access must be in writing. The Practice can provide a Data Subject Access Request application form which will be provided on request. The form must be fully completed.

A response will be provided as soon as possible and in any event within 1 calendar month. For complex requests we may have to extend this time period but we will notify you of this within the period of 1 calendar month and explain why the extension is necessary.

Provision of Information to Third Parties

Marden Medical Practice may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will not be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent; however you may be consulted about these in advance.

CTV Images

Images will not be retained longer than is considered necessary, and will be then be deleted.

- All images will be held securely, and all access requests and access to images will be documented.
- Images may record individuals and / or record incidents. Not all recordings are designed to identify persons.
- Other than in accordance with statutory rights, the release or availability of images will be at the discretion of the Partners to the Practice, who are Data Controllers for the purposes of the Data Protection Act.
- Images are held to improve the personal security of patients and staff whilst on the premises, and for the prevention and detection of crime, and images may be provided to police or other bodies.
- Where access is granted in response to an application received, the image may be edited to exclude images of third parties who may be also included within the requested image. This may be necessary to protect the identity of the third parties. In these circumstances the image released as part of the application may record / identify the “data subject” only.
- Images will be located by the Data Controller or authorised person.

When assessing the content of the image released the decision will be taken by the Data Controllers having due regard to the requirements of the General Data Protection Regulations.