

Subject Access Requests (SAR) - A Guide for Applicants
Making a Request for Personal Information under the General Data Protection Regulation/Data Protection Act 2018 and Access to Health Records Act 1990

How to make a Subject Access Request

Details of how to make a request for any personal information we may hold can be found on our website at: <https://www.leicspart.nhs.uk/Contact-Requestyourrecords.aspx>

You do not need to complete an application form, but it helps to do so, as this will provide us with the information we need in order to process your request. Please provide as much detail as possible about the records you require, so that we can identify and locate the information easily.

If you are unable to make a written request, please contact a member of the Information Requests Team by calling 0116 225 3727 who will be able to help you.

Verifying your Identification (Proof of ID)

Leicestershire Partnership NHS Trust has a legal obligation to ensure personal information is kept secure and that the correct information is disclosed lawfully.

In most cases, we will only supply information once we receive your proof of identity in the form of copies of **two** official documents showing your name, date of birth and current address. For example, birth/adoption certificate, current driving licence or passport **and** a utility bill dated within the last 6 months.

Requesting another person's data

If you are applying for someone else's information, where possible, we will require their signed consent, along with the proof of ID for yourself and the person whose information is being requested.

Where the information relates to an individual who lacks the mental capacity to provide consent, it must be provided by a person with legal responsibility to act on their behalf, for example, the person who holds Power of Attorney for their health and welfare.

If you are applying to access a child's personal data and the child is aged under 13 years old, we will require proof of parental responsibility in the form of a full birth certificate naming the parent(s) along with your proof of ID. If the child is aged between 13 and 18 years we may require their explicit consent, depending on their capacity to understand.

If the person whose information being requested is deceased, we will require proof of your legal entitlement to the records, i.e. proof of your status as their personal representative, or evidence that you have a claim arising out of their death.

Privacy of your information

The Information Requests Team will only collect and use your information for the lawful purposes of administering your Subject Access Request. Copies of documents provided as Proof of your ID will be held locally and securely destroyed upon completion of your request.

The Trust takes its duty to protect your personal information and maintain its confidentiality very seriously. We are committed to taking all reasonable measures to ensure the confidentiality and security of personal data for which we are responsible, in whatever format it is held.

How much will it cost?

In most cases there is no charge for making a subject access request and receiving copies of your records. As such, wherever possible, we prefer to correspond electronically by secure email and ask for your co-operation in this.

If your request is considered to be “manifestly unfounded or excessive”, if a request is repetitive or additional copies of data are required, a fee may be charged or the request refused.

How long will it take to receive the information I have requested?

We will endeavour to respond to your request as soon as possible and within one calendar month. Where this is not possible, we will keep you informed of progress and the reason(s) for any delay.

Accessible Information Standards

Please advise us if you have any particular communication needs and we will endeavour to provide information in a format that is accessible to you.

How will I receive my records?

We will ask you to register for a secure email account with us so we can correspond with you and send your records. However, if this is not suitable an alternative will be agreed with you.

If you are not satisfied with our handling of your request

In the first instance you should contact the Information Requests Team to discuss your concerns:

*Information Requests Team, Leicestershire Partnership NHS Trust,
Suite P1, Bridge Park Plaza, Bridge Park Road, Thurmaston, Leicester LE4 8BL*

Tel: 0116 225 3727

Email: LPT-SARRequests@leicspart.secure.nhs.uk

If you wish to make a formal complaint you may do so by writing to:

*Customer Services Manager, Leicestershire Partnership NHS Trust,
Room 170, Pen Lloyd Building, County Hall, Leicester LE3 8TB*

Tel: 0116 295 0831

Email: Complaints@leicspart.secure.nhs.uk

If you remain dissatisfied with the Trust’s response you can contact:

*Information Commissioner’s Office, Wycliffe House, Wycliffe Lane, Wilmslow,
Cheshire SK9 5AF*

Chair: Cathy Ellis Chief Executive: Dr Peter Miller

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Please visit www.leicspart.nhs.uk/smokefree for details

