

Access to records & subject access requests policy and procedure

Under data protection act 2018, UK general data protection regulation 2018 and access to health records act 1990

Key information

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1. Rights of access to personal data

Individuals have the right, under the data protection act (DPA) and UK general data protection regulation (GDPR) to make requests (verbally or in writing) for a copy of information an organisation holds about them. This information may be held on computer, in a manual paper system, video, digital image, photograph, x-ray, email, text message or by any other new or existing medium or media. This is called a subject access request (SAR).

Anyone making such a request is also entitled to be given supplementary information including a description of the information held, what it is used for, who might use it, who it may be passed on to, and where the information was gathered from.

Both the DPA and GDPR apply only to living people but there are limited rights of access to personal data of deceased people under the access to health records act 1990 (AHRA).

Individuals have the right to obtain the following:

- confirmation that you are processing their personal data
- a copy of their personal data and
- other supplementary information as listed below – The CCG's privacy notice (available on the CCG website <https://www.bradfordcravenccg.nhs.uk/privacy-policy/>) provides much of this supplementary information.
 - the purposes of your processing
 - the categories of personal data concerned
 - the recipients or categories of recipient you disclose the personal data to
 - your retention period for storing the personal data or, where this is not possible, your criteria for determining how long you will store it
 - the existence of their right to request rectification, erasure or restriction or to object to such processing
 - the right to lodge a complaint with the Information Commissioner's Office (ICO) or another supervisory authority
 - information about the source of the data, where it was not obtained directly from the individual
 - the existence of automated decision-making (including profiling) and
 - the safeguards you provide if you transfer personal data to a third country or international organisation

These rights are not absolute: for example, the right to erasure (also known as 'the right to be forgotten') does not apply to health or social care records. Requests from individuals wishing to exercise any of their rights under GDPR/DPA should be referred to the corporate governance team.

Further support and guidance is available from the organisation's data protection officer (DPO), whose contact details are available on the CCG's website; <https://www.bradfordcravenccg.nhs.uk/privacy-policy/>

2. Personal data held by the Clinical Commissioning Group (CCG)

Personal confidential data

Personal confidential data (PCD) refers to all items of information in any format from which a living individual might be identified or which could be combined with other available information to identify an individual and is information which has a quality of confidence. This includes (but is not limited to):

- name
- date of birth
- postcode
- address
- National insurance number
- photographs, digital images etc.
- NHS or hospital/practice number
- sensitive personal data

Certain categories of information are classified as sensitive personal data ('special categories' under GDPR) and additional safeguards are necessary when sharing or disclosing this information in line with guidance and legislation. This includes (but is not limited to):

- physical and mental health
- genetic data
- biometric data
- social care
- ethnicity and race
- sexuality
- trade union membership
- political affiliations
- religion
- records relating to criminal charges and offences

NHS Bradford District and Craven CCG (hereafter known as the CCG) are a commissioning organisation and do not hold individual medical records except as part of processes such as personalised commissioning, or individual funding requests and complaints, or where there is a specific legal basis for doing so.

The organisation will also hold personal data relating to employees and contractors.

3. Subject access requests under the DPA and GDPR

An individual (or a request on behalf of the individual from an authorised agent/parent/guardian) is only entitled to their own personal data, and not to information relating to other people. Therefore, it is important that you establish whether the information requested falls within the definition of personal data. See appendix A- Subject access request – summary guidance.

Further information available on the ICO website;

<https://ico.org.uk/for-organisations/guide-to-data-protection/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

3.1. Requests may be made verbally or in writing. Staff in receipt of a 'subject access' request must immediately pass the request to the head of corporate governance / FOI team.

3.2. The CCG will maintain a register of all SARs received.

3.3. The CCG has a form for applicants to use which ensures all the relevant information is collected and recorded to assist the applicant (see appendix B). However; there is no requirement in law to use a specific form.

3.4. Identify the appropriate information has been received / provided in order to continue. This may mean further action / clarification is required, e.g. letter to the requester to acknowledge the request and provide the form at appendix B for completing.

3.5. There is no obligation for a subject to explain why they wish to access their own personal data.

3.6. GDPR requires the identity of the person making the request to be verified using 'reasonable means' (see section 10.3).

3.7. The CCG must provide a copy of the information free of charge. However, the CCG may charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive. The fee must be based on the administrative cost of providing the information. Alternatively, the CCG has the right to refuse to action requests in these circumstances.

3.8. Where the CCG refuse to action a request, the CCG must explain the reasons why to the individual, informing them of their right to complain to the supervisory authority and to a judicial review without undue delay and at the latest within one month.

3.9. The subject access requirements of the DPA and GDPR are for the subject to receive personal data, rather than necessarily the documents that contain the data, although the provision of document copies is usually the best response.

3.10. GDPR mandates that the organisation provide requested information without delay and within a maximum of one month of receipt. The CCG may extend the period of compliance by a further two months where requests are complex or numerous. However, if this is the case you must inform the individual within one month of the receipt of the request and explain why the extension is necessary.

3.11. Remote access to records - where possible, the organisation should be able to provide remote access to a secure self-service system which would provide the individual with direct access to their information.

3.12. The right to obtain a copy of information or to access personal data through a remotely accessed secure system should not adversely affect the rights and freedoms of others.

3.13. Large amounts of personal data - Where you process a large quantity of information about an individual the GDPR permits you to ask the individual to specify the information the request relates to.

4. Requests under access to health records act 1990 for records of deceased individuals.

4.1. Whereas the DPA and GDPR govern subject access to the personal data of living individuals, the access to health records act (AHRA) sets out the conditions under which third parties can access the medical records of deceased individuals.

4.2. The duty of confidentiality remains after a patient has died.

4.3. The following categories of individuals have limited rights of access to deceased records under the AHRA:

- the patient's personal representative (executor or administrator of the deceased's estate)
- any person who may have a claim arising out of the patient's death

Under the access to health records act 1990, the personal representative of the deceased and people who may have a claim arising from the patient's death are permitted access to the health records. This applies to information provided after November 1991 and disclosure should be limited to that which is relevant to the claim in question. This should be considered in conjunction with GMC guidance on confidentiality (paragraphs 70-72).

4.4. The records should not be disclosed if, in the opinion of an appropriate senior clinician, they may cause mental or physical harm to anyone, if they identify a third party or if the deceased gave the information on the understanding that it would remain private.

4.5. A next of kin has no automatic right of access but professional codes of practice allow for a clinician to share information where concerns have been raised (e.g. medical or legal basis).

4.6. Guidance should be sought from the information governance (IG) service, Caldicott guardian or the CCG's data protection officer (DPO) as appropriate in relation to requests for AHRA.

5. Access requests for minors

5.1. A child of any age may submit a SAR in relation to their own personal data, if they are considered competent under Gillick guidelines by a clinician. Further guidance in relation to the rights of children under GDPR is available on the information commissioner's website; <https://ico.org.uk/for-organisations/guide-to-data-protection/key-data-protection-themes/children/>.

5.2. Where a child is not competent (Gillick guidelines) any individual with parental rights may make a request to access on their behalf but the information holder must consider whether it is in the best interests of the child to disclose information held. This also applies where a child age 13 or over, up to the age of 16, is deemed not competent under Gillick guidelines by a clinician following assessment.

5.3. Where a child is considered capable of making decisions about access to his or her medical record, the consent of the child must be sought before a parent or other third party can be given access via a SAR.

6 Access requests for those who lack capacity to consent

In certain circumstances a person acting as an advocate can seek access to personal information in so far as it is necessary or relevant to their role. This includes;

- persons appointed by the court of protection
- persons holding a registered power of attorney for health and welfare (not just for financial and property matters)
- persons appointed as independent mental health advocates under the mental capacity act 2005

7 Third party requests for access to health records to personal data

7.1. There are a number of organisations concerned with law enforcement, crime prevention, fraud and taxation who have a right to request information from NHS organisations under the provisions of data protection act schedule 2 part 1 and GDPR article 23. These requests should be dealt with on an individual basis which balances the public interest against the confidentiality rights of the subject. Any request under schedule 2(1) or article 23 should be authorised by an appropriately senior enforcement officer (an inspector of police or equivalent rank in other services) and should be accompanied by sufficient information to enable an informed decision to be made within the CCG either by the Caldicott guardian or SIRO, taking advice from the DPO as required (To state a serious crime is not sufficient and more detail must be given.)

7.2. The coroner may request access to medical or staff records and is deemed to be acting in the public interest.

7.3. The CCG should take a pro-active approach to the sharing of information relevant to the safeguarding of children and vulnerable adults.

7.4. A number of other organisations including the health and safety executive, health service ombudsman and the care quality commission may have rights of access in relation to enquiries being conducted.

7.5. Information may be shared with local and national counter fraud specialists in relation to actual or suspected fraud in the NHS.

7.6. Access for other third parties (e.g. solicitors, insurance companies) may be given, provided the individual to whom the data relates (or their legal representative) has given consent and this can be adequately evidenced.

7.7. Advice should be sought from the IG service and / or DPO. Decision taking with respect to third party access to personal data lies with the SIRO or caldicott guardian.

8. Access to corporate information

The CCG is a public authority and is subject to the provisions of the freedom of information (FOI) act 2000 and the environmental information regulations (EIR) 2004.

Requests for corporate information are out of scope of this procedure and must be handled under the freedom of information act and environmental information regulations policy / procedures.

All requests for corporate information or non-personal data should be directed to the FOI team at; brdccg.bradfordcravenfoi@nhs.net

9. Procedure

9.1. Receipt of an access request (SAR) – all colleagues

- requests received - where CCG staff receive SAR requests directly these should be passed onto the head of corporate governance and by email to; brdccg.bradfordcravenfoi@nhs.net
- verbally - to be directed to the head of corporate governance or a member of the corporate governance team.
- postal request to be addressed to head of corporate governance, Scorex House, 1 Bolton Road, Bradford, BD1 4AS
- request received through the post should be date stamped and scanned without delay, ensuring all pages have been scanned and saved into a secure network folder

9.2. Recording requests – FOI team

- when dealing with a request, information will be recorded by the FOI team / governance team on the SAR spreadsheet
- all SARs and related data will be held on a secure network folder, accessible only to the corporate governance team
- create a folder, in the relevant system network with the reference number. This will be used to store all information, data and correspondence for the SAR
- check that the request relates to personal data of a type likely to be held by the CCG
- consider whether the requester has supplied sufficient information to identify the data required. If not seek clarification (see appendix C and include appendix B)
- in the case of a third party, consider whether they meet the legal criteria to make a request and whether they have supplied evidence to that effect (see sections 5, 6 and 7).

9.3. Establishing identity – FOI team

- under GDPR, the identity of the person making the request must be verified using 'reasonable means'. To help establish identity the application must be accompanied by photocopies of two official documents showing the name and address of the individual at the address matching the information held by the CCG. E.g. name, current postal address i.e. driving licence, bank statement, utility statements or official government documents.
- additional documents may be required from third parties to establish their legal right to submit a SAR, such as a signed letter of consent from the individual or a copy of a registered power of attorney document.

9.4. Acknowledgement of request - FOI team

- if you have enough information to process the request, send an acknowledgement letter advising the requestor of the SAR reference number. A template acknowledgement letter is provided at appendix C
- if further clarification, information or documentation is required then a clarification letter shall be sent (see appendix C) and include (appendix B) to support the request
- make a record of your actions by updating the spreadsheet
- if the CCG does not hold the information or is unable to locate, notify the requester with an acknowledgement letter – not held (appendix D), to include form appendix B as soon as possible. This will allow in providing further details / help provide clarification to support and locate the information

9.5. Collating the data - relevant team

- consider where the information may be held and ask the relevant staff , teams or appointed individual(s) to conduct a search within the parameters of the request details
- ensure both electronic and manual filing systems are considered along with email, digital records, CCTV Images, telephone recordings and other media options
- information must be in an intelligible form and explanations should be provided for pseudonyms, abbreviations etc.

9.6. Potential redactions or refusals – relevant team

- there is no exemption for potentially embarrassing information to be redacted nor for the removal of personal comments from records. It is a criminal offence to alter, block or destroy information after receipt of a SAR
- all clinical data should be reviewed by a clinician and consideration should be given to redacting any information likely to cause serious harm to the mental or physical health of any individual
- all non-clinical data information should be reviewed by the most appropriate manager and consideration should be given to redacting any information likely to cause serious harm
- information supplied by third parties, e.g. family members, should usually be redacted
- data and information held from other agencies may be disclosable but should be discussed with the originating body first
- any information subject to legal professional privilege should not be disclosed.
- information should not be disclosed where there is a statutory or court restriction on disclosure e.g. adoption records
- references written for current or former employees are exempt (but not those received from third parties)
- in the case of deceased records, information should not be disclosed where the entry in the records makes it clear that the deceased expected the information to remain confidential
- a personal record may also contain reference to individual names (third parties), redaction should be considered by balancing the DPA rights of all parties (a common approach is to remove the names of third parties individuals)

9.7. Responding to the request - FOI team

To ensure that the response complies with all legal requirements, the following steps should be taken:

- have all the correct and appropriate information to respond
- ensure the information has been checked and verified, and clinical approval obtained (for release of health data)
- include any additional supporting documentation received
- send the response to the requestor explaining the information supplied using appendix E as a template
- all responses must address the following questions:
 - a) why are we holding your information?
 - b) what information are we holding (list all information being held & the source if not collected from the data subject)?
 - c) was any of your information been shared with any third parties
 - d) the length of time we will be keeping your records?
- if the request is made electronically you should provide the information in a commonly used electronic format
- make a record of the response, including any redactions or exempted information and ensure that you have a clear record of documents disclosed including copies of any redacted documents
- ensure that the requester is advised of their right to complain about the response given to the request and the actions to take
- be prepared to facilitate a meeting to explain the records if necessary
- chasing and escalating overdue information - When a request approaches its internal deadline (at working day 10) the person or people contacted at the CCG has/have not provided the information to the FOI team, a reminder email will be sent to the appropriate contacts at the CCG. Further requests will be made to follow up on the information required.
- information obtained from a third party, where the request contains information obtained from or about a third party, it would be good practice to contact that party to ascertain its views on whether the information requested can be disclosed

9.8. Cost and fees - fees for disbursements

In all cases, patients will be given access to records free of charge, including when a patient authorises access by a third party such as a solicitor.

Other costs which fall under disbursements are costs of printing photographs, document binding, conversion of information into braille or large type, or translation into a language other than English. The CCG will not charge for any such costs which arise out of obligations under disability and equality legislation.

9.9. Late response

If for any reason a response is expected to be late beyond the one month limit, this should be notified (as soon as possible) to the head of corporate governance / corporate governance team. A courtesy letter on behalf of the CCG must be sent to the applicant apologising for possible delay and informing the applicant when a response can be

expected. The CCG should recognise that this does not alter the fact that a late response in such cases may be a breach.

9.10. SAR records management

The CCG should manage and maintain records as per records management retentions schedule as set out by the records management code of practice 2020;

<https://www.nhsx.nhs.uk/information-governance/guidance/records-management-code/>

Subject access requests and disclosure correspondence;
Closure of SAR, 3 Years, review and if no longer needed destroy.

Subject access requests where there has been a subsequent appeal;
Closure of appeal, 6 Years, review and if no longer needed destroy.

9.11. Summary of procedure

1. forward all verbal calls, letters or emails to the corporate governance team. Date stamp and scan requests received by letter.
2. log details on the SAR spreadsheet and allocate SAR reference number
3. create SAR folder, under a reference number
4. determine if it is an access request (SAR) and confirm the requestor's identity
5. send relevant acknowledgement letter to the requestor;
 - a) acknowledgement letter for action, to confirm receipt and handling of the request. appendix C – delete / amend where appropriate
 - b) acknowledgement clarification letter (to confirm receipt and further details required, to attach for requester to complete. appendix C and provide appendix B
 - c) acknowledgement / response letter (for information not held or relevant to CCG), appendix D and appendix B
6. place documents / letters in folder
7. if relevant start the date / clock on the spreadsheet - Send the request to relevant staff / team to gather information (if possible, identify information / data whilst waiting for clarification)
8. if information not held – send acknowledgement / response – not held and close request. Go to 16
9. if sending acknowledgement clarification, await further details
 - a) if you do not receive further clarification, close the request (1 month). Go to 16
 - b) receive further clarifying information, to continue and start the request from date the clarification is received
10. forward to the lead(s) / team(s) to gather the information; to highlight any 3rd party or redaction of data and include details of the supplementary information. Highlight and consider any information to remove, extract / redact as required
11. copy of information to be provided to FOI team / head of corporate governance and scan all documents placing it into the folder

12. consider and or remove – extract / redact the required information
13. re-scan all response documents and information, place in folder and add response letter
14. seek approval, checked / confirm by relevant head of service, lead and clinician
15. respond with appropriate security i.e. collection, delivery, post or email
16. place all emails, data into secure network folder
17. close on spreadsheet and complete fields as required on the spreadsheet

10. Appendices

Appendix A - SAR summary guidance

Appendix B - Application form for access

Appendix C - Template acknowledgement letter

Appendix D - Template acknowledgement letter – not held

Appendix E - Template response letter

Appendix A - Subject Access Request – Summary guidance

GENERAL DATA PROTECTION REGULATION

THE RIGHT OF ACCESS (SUBJECT ACCESS REQUESTS)

Questions	Requirements
What is the purpose of the right of access under GDPR?	It allows individuals to access their personal data so that they are aware of and can verify the lawfulness of the processing of their data
Can I charge for dealing with a subject access request?	You must provide a copy of the information free of charge under the new law. However you can charge a 'reasonable fee' when a request is manifestly unfounded or excessive but the fee must be based on the administrative cost of providing the information
How long do I have to comply?	Information must be provided without delay and at the latest within one month of receipt of the request. You can extend the period by a further two months where requests are complex or numerous. However you must inform the individual within one month and explain why the extension is necessary
What if the request is manifestly unfounded or excessive?	You can: <ul style="list-style-type: none"> • Charge a reasonable fee taking into account the administrative costs of providing the information; or • You can refuse to respond (you must explain why to the individual and inform them of their right to complain to the ICO and to a judicial remedy)
How should the information be provided?	You must verify the identity of the person using 'reasonable means' If the request is made electronically you should provide the information in a commonly used electronic format Where possible organisations should be able to provide remote access to a secure self-service system which would provide the individual with direct access to his or her information
What about requests for large amounts of personal data?	You are permitted to ask the individual to specify the information the request relates to. However there isn't an exemption for requests that relate to large amounts of data, but you may be able to consider whether the request is manifestly unfounded or excessive

Appendix B – Request to access personal records

The form should be filled out in block capitals or in type.

Please note for health records requests:

NHS Bradford District and Craven Clinical Commissioning Group (CCG) is a commissioning organisation and not a healthcare provider.

Section 1: Details of person whose records are being requested

Surname:

Former Surname:

First names:

Title: **Mr/Mrs/Ms/Miss**

Date of Birth:

NHS Number:

Current Address:

.....

.....

Former Address :

(if applicable)

.....

Section 2: Applicant details (if making a request on behalf of the person above)

Name:

Address:

.....

.....

Relationship to person in section 1:

Section 3: Further Information

Please try and tell us what specific information you wish to see and provide as many details as possible so that we can identify your records as quickly as possible e.g. dates, department, Location

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

Section 4: Consent

Please tick **one** of following boxes and sign below:

I confirm I am the person mentioned in section 1 and I require access to my personal records.	
I confirm I am the person mentioned in section 1 and I authorise the release of copies of my personal records (described in section 3) to the person mentioned in section 2.	
I confirm that I am the person mentioned in section 2 and I have parental responsibility for the child in section 1.	
I confirm I am the person mentioned in section 2 and have been authorised to an act as an agent/power of attorney for the patient in section 1. Please provide evidence that you are authorised to act on behalf of the individual in section 1.	

Print Name:

Signature:

Date:

Section 5: Evidence

Evidence of the patient’s and/or the patient’s representative identity will be required; this will require **two** items of documentation, examples of which are given below:

Type of applicant	Type of documentation required
An individual applying for their own records.	Two copies of identity required which show name and address of the individual e.g. driving license, bank statement , utility bills,
Someone applying on behalf of an individual.	Two items of proof of the patient's identity and they have authority to act on behalf / representative of the individual in section one.
Person with parental responsibility applying on behalf of their child.	Two copies of identity required which show name and address of the individual that match information held by the CCG e.g. bank statement, utility bills, with parental responsibility relating to the patient.
Power of attorney/agent applying on behalf of an individual.	Copy of court order authorising power of attorney/agent plus proof of the patient's identity (examples above).
Please note:	The CCG may require further information to process this request.

Please return the form to:

Corporate Governance Team, NHS Bradford District and Craven Clinical Commissioning Group (CCG), Scorex House, 1 Commercial Street, Bradford, BD1 4AS.
 Email: brdccg.bradfordcravenfoi@nhs.net

Please note:

- A completed form will contain confidential information, therefore where sending by letter - to provide more security during the transit of a letter it is advisable that the form is sent by recorded or special delivery and the envelope marked "private and confidential".
- If you are intending to send the form via email, the transit of the email (if sending from a home email address or company email) will be in most cases be via insecure email domains and therefore 100% security of the information cannot be assured during transfer.

Appendix C – Draft acknowledgement letter

SAR Ref: 000SAR2021BDC

Your Ref: (if applicable)

DATE

Name
Address

Email:

Dear

Access Request under the Data Protection Act, General Data Protection Regulation or Access to Health Records Act 1990.

Thank you for your Access Request (SAR) / Access to Health Records Act 1990 (AHRA) received by NHS Bradford District and Craven Clinical Commissioning Group (CCG) on **DATE**. This letter is to acknowledge receipt of your request which will be supported by the Governance team.

In order to process and handle your request we would be grateful if you could clarify the following;

XXXXXXXXXXXXX

As we require further clarification to handle your request, it will be useful to complete and return the attached form 'Appendix B'. This will ensure we have the appropriate authority to access and identify the relevant information in order to assist you.

On receipt of the completed form we will start the process and expect to forward a response to you within one calendar month dependent upon whether any further clarification is needed and/or whether fees are to be charged. In such circumstances, we will notify you as soon as possible.

If no clarification is received within 20 working days from the date of this letter, your request will be closed and no further action will be taken.

We hope to complete your SAR request within one calendar month; this may be dependent upon any clarification required and/or whether fees are to be charged. In such circumstances we will notify you as soon as possible.

If the SAR request is complex / difficult to manage we will inform you as soon as possible with an update and new timescales to complete.

Please use the following link to access the CCG privacy notice:

<https://www.bradfordcravenccg.nhs.uk/privacy-policy/>

Please note that while the CCG will endeavour to release the information you have requested, under legislation there may be restrictions / redactions which the CCG is obliged to apply or even to refuse your request, either wholly or in part, but these will be explained to you in our response.

Any future correspondence you may have in relation to the request should be directed to the Freedom of Information Team, NHS Bradford District and Craven Clinical Commissioning Group (CCG) on the contact details above and quoting the SAR reference number.

Yours sincerely

Head of Corporate Governance

On behalf of:

NHS Bradford District and Craven Clinical Commissioning Group (CCG)

SECTIONS IN ITALICS TO BE DELETED IF REQUEST IS ALREADY ON FORM OR IF IT IS COMPLETE IN ANOTHER FORMAT

Appendix D – Draft acknowledgement letter – not held

SAR Ref: 000SAR2021BDC

Your Ref: (if applicable)

DATE

Name
Address

Email:

Dear

Access Request under the Data Protection Act, General Data Protection Regulation or Access to Health Records Act 1990.

Thank you for your Access Request (SAR) / Access to Health Records Act 1990 (AHRA) received by NHS Bradford District and Craven Clinical Commissioning Group (CCG) on **DATE**. This letter is to acknowledge receipt of your request which will be supported by the Governance team.

Looking at your request, we have been unable to locate the information you have requested, as the CCG do not hold 'XXXXXXX' patient records / information 'xxxxxxxxxxxx'.

No further action will be taken to your SAR request and will be closed. However, If you wish to provide further details to our team to follow-up, please complete 'Appendix B' attached. This will allow us to investigate further in order to assist you.

The requested information may be available from provider organisations / service providers as they will be more likely to hold and manage your information and data. You may wish to redirect your request to the following organisation(s);

NHS XXXXXXXXX
XXXXXX
XXXXXX
XXXXXX

Please use the following link to access the CCG privacy notice:

<https://www.bradfordcravenccg.nhs.uk/privacy-policy/>

Any future correspondence you may have in relation to the request should be directed to the Freedom of Information Team, NHS Bradford District and Craven Clinical Commissioning Group (CCG) on the contact details above and quoting the SAR reference number.

Yours sincerely

Head of Corporate Governance

On behalf of:

NHS Bradford District and Craven Clinical Commissioning Group (CCG)

Appendix E - Response template

(The below should be used as a template for responding to Subject Access Requests)

SAR Ref: 000SAR2021BDC

Your Ref: (if applicable)

DATE

Name
Address

Email:

Dear

Access Request under the Data Protection Act, General Data Protection Regulation or Access to Health Records Act 1990.

The CCG / Team are pleased to respond to your Access Request (SAR) /Access to Health Records Act 1990 (AHRA) and are able to provide the information set out below and attached.

a) Why are we holding your information?

b) What information are we holding (list all information being held & the source if not collected from the data subject)?

Copy of documents / files attached 'XX 01.01.1999'.

c) Has any of your information been shared with any third parties (a person or group besides the two primarily involved)?

d) The length of time we will be keeping your records?

Appendix 3 of the Records Management Code of Practice for Health and Social Care 2016 sets out what people working with or in NHS organisations in England need to do to manage records correctly

<https://digital.nhs.uk/article/1202/Records-Management-Code-of-Practice-for-Health-and-Social-Care-2016>

You have the right to request your information be corrected/deleted (if incorrect) and you have the right to object to your information being processed.
We trust this provides you with the information you require.

If you have any queries please do contact me again. Alternately should you wish to raise any concerns or wish to make a complaint please contact the Patient Support Team, quoting the reference number above on their contact details as follows;

Telephone number on 01274 237562

Email: bradfordccgspatientsupport@bradford.nhs.uk

or write to: Patient Support Team, NHS Bradford District and Craven Clinical Commissioning Group (CCG) Scorex House, 1 Commercial Street, Bradford, BD1 4AS,

If we are unable to resolve your concerns or complaint locally you can approach the Information Commissioner's Office, the Information Commissioner will not investigate your case unless you have exhausted our complaints procedure, details as follows;

Information Commissioner's Office

Wycliffe House

Water Lane

Wilmslow

Cheshire

SK9 5AF

Tel: 0303 123 1113 (local rate) or 01625 545 745 if you prefer to use a national rate number

Fax: 01625 524 510

Website: <https://ico.org.uk/for-the-public/raising-concerns/>

Yours sincerely

Head of Corporate Governance

On behalf of:

NHS Bradford District and Craven Clinical Commissioning Group (CCG)