



## Exercise your Rights

Please read the below guidance carefully before submitting your Request.

Thank you for contacting South Central Ambulance Service Information Governance Department to submit your request in accordance with the General Data Protection Regulation (GDPR) and Data Protection Act 2018 (DPA2018).

Under GDPR/DPA2018, individuals have a number of rights when it comes to their personal data, these are:

### **Your right to be informed if your personal data is being used.**

An organisation must inform you if it is using your personal data.

SCAS will provide you with privacy information at the time that your data is collected, this is in the form of a Privacy Notice.

The following link will take you to our Privacy Notice [link]:

<https://www.scas.nhs.uk/privacy-statement/>

If you feel that your data does not fall within the information in the above document please complete the attached form and forward it on to our Information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

### **Your right to get copies of your data (access)**

You have the right to find out if an organisation is using or storing your personal data. This is called the right of access. You exercise this right by asking for a copy of the data which is held by SCAS. This is called a 'subject access request'.

Should you wish to submit a Subject access request, please click on the link below and follow the instructions to submit a request. Link: <https://www.scas.nhs.uk/wp-content/uploads/data-subject-access-request.pdf>

### **Your right to rectification (to get your data corrected)**

You can make a request to have any inaccuracies in your data rectified or completed if it is incomplete.

If we become aware of inaccurate or incomplete data we will immediately take steps to rectify it.

If we need to verify whether data is inaccurate, we will restrict processing on the data whilst verifying its accuracy.

If we are satisfied that the information we hold is accurate, we will inform you of our decision not to make amendments to the data.

Where we consider a request for rectification to be manifestly unfounded or excessive, we may refuse to deal with the request or request a fee to deal with it. Where we request a fee, we will not comply with the request until the fee has been received.

Should you wish to have your data rectified please complete the attached form with your details and forward it on to our Information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

### **Your right to get your data deleted (erasure)**

This is also known as the 'right to be forgotten'.

You can ask us to erase the personal information we hold about you and we will comply unless we have a lawful reason not to. For example we will not comply with a request to erase records that we have a legal obligation to keep, for example, medical records.

This can be done by completing the attached form with your details and forwarding it on to our Information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

### **Your right to limit how organisations use your data (Restrict Processing).**

You have the right to limit the way we use your personal data. You can ask us stop processing your data if you have concerns about the accuracy or the way it is being used. You can also use this right to stop us from deleting your data.

This can be done by completing the attached form with your details and forwarding it on to our Information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk).

### **Your right to data portability.**

You have the right to get your personal data from an organisation in a way that is accessible.

You can ask us to transfer your personal data to another organisation or you can ask us to give it you. This right only applies in the following circumstances:

- You gave us the data
- The data is held electronically
- Processing is automated
- The lawfulness of processing is:
  - Consent
  - Necessary for the performance of, or entering into a contract

This can be done by completing the attached form with your details and forwarding it on to our Information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

### **The right to object to the use of your personal data (object to processing)**

Under certain circumstances, you have the right to object to the processing of your personal data. You will need to tell us why you object and if we agree to your objection, we will stop processing. We will continue to process where we do not agree with your reasons or where we have legitimate reason to continue processing despite your objection.

This right can only be exercised where we have stated the lawfulness of processing as;

- necessary for a task carried out in the public interest
- for legitimate interests

This request should be made by completing the attached form with your details and forwarding it on to our Information Governance team at [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

### **Your rights relating to decisions being made about you without human involvement.**

Individuals have a right to object to automated decision making and profiling in certain circumstances. SCAS's use of automated individual decision making including profiling is very limited, however if you wish to exercise your right to object to such processing please complete the attached form and forward it to the information Governance team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk)

Please complete the attached request form and email it back to the Information Governance Department at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk), alternatively hard copies can be sent to the Information Governance department at South Central Ambulance Service, Northern House, 7-8 Talisman Business Centre, Talisman Road, Bicester, OX26 6HR.

You must include a form of Identification with your request this enables us to confirm your identity and prevent a potential data breach.

I.D should be scanned copies only we do **not** accept originals so please send copies only. Forms of Identification can include, Passport, Driving licence or a utility bill for your current address no older than three months old.

If you are making a request on behalf of the individual the data relates to, then please provide identification for both yourself and the data subject. Where applicable, proof of relationship is required for example, a scanned copy of medical power or attorney. We will only be able to provide personal data to an alternative party where we have explicit consent of the individual or have proof of dependency. This can be discussed at any time with your case handler within the department.

Please be aware the information that you send via email and standard post may not be secure, SCAS do not take responsibility for any information sent to us via unsecure methods, where personal data has been requested it will be sent back to the requester via encrypted email or where this is not possible recorded delivery.

Although there is no charge for a standard request please be aware SCAS may charge a “reasonable fee” when a request is manifestly unfounded, excessive or repetitive. This fee is based on the administrative cost of providing the information and you will be made aware of this at the earliest point of contact.

We will respond to your request at our earliest opportunity and always adhere to have your full request processed and complete within the one month time frame imposed by GDPR and the DPA2018.

Although the Information Governance department adhere to the time constraints set out within GDPR. Where requests are complex or numerous we may extend the deadline to three months. However, we will still respond to your request within a month to explain why the extension is necessary.

On receipt of your complete request form you will be provided a DPA reference number and this should be included in all correspondence.

Should you wish to contact Information Governance during the processing of your request please contact the team at email: [dpa@scas.nhs.uk](mailto:dpa@scas.nhs.uk) or alternatively via telephone on 01869 363177.



## Exercise your Rights Form

Data Controller	Address of Organisation
South Central Ambulance Service NHS Foundation Trust (SCAS)  ICO Registration No: <b>Z9522464</b>	7-8 Talisman Business Centre Talisman Road Bicester Oxon OX26 6HR

Where you the requester are the Data Subject please input your own personal details below. If you are submitting a request on behalf of the Data Subject please only input the individual's details pertaining to the data request.

(for office use only) DPA reference:

Forenames:	
Surname:	
Maiden Name or other name: (Where applicable)	
Date Of Birth:	

Full Address Including Postcode:	
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If you are requesting information on behalf of the Data Subject please input your details below as appropriate, this will enable us to legitimise your request.

Full Name of Requester:	
Relationship to Requester: (e.g. Medical power of attorney) Please ensure a copy of the appropriate identification is included when returning the form.	

Please give a description of the information that is required and the right you wish to exercise:

For more information regarding your rights please refer to the instruction page or discuss with the information Governance team.

1. **The right to be informed;** if you find that you have outstanding questions relating to how SCAS use your data after reading our Privacy Notice, please elaborate on the specific information you require.
2. **The right of access;** please follow the link below to the DSAR (Access) instructions and complete the relating form.

Link: <https://www.scas.nhs.uk/wp-content/uploads/data-subject-access-request.pdf>

3. **The right to rectification;** please advise where you believe your data to be inaccurate or incomplete and include how you wish it to be rectified.
4. **The right to erasure;** (Right to be forgotten) Please confirm which information that SCAS hold about you that you wish for us to erase.
5. **The right to restrict processing;** should you have concerns about the accuracy of your data you can ask us to stop processing, you can also use this right to stop us deleting your data, please let us know the information you wish us to cease processing.
6. **The right to object to processing;** you will need to tell us why you object to your data being processed



<p>and under what circumstances.</p> <p><b>7. <u>Your rights relating to automated decision making:</u></b> Individuals have a right to object to automated decision making and profiling in certain circumstances.</p> <p><b>8. <u>The right to data portability;</u></b> You can ask us to transfer your personal data to another organisation or you can ask us to give it to you, the right only applies in certain circumstances which can be found in the instruction page.</p>	
<p>Any additional information we may find useful:</p>	
<p>Contact Telephone Number for Correspondence:</p>	
<p>Email address for correspondence:</p>	

<p>I declare that the information given by me is to the best of my knowledge, correct.</p> <p>I understand the necessity for my information to be accessed in order for my request to be processed.</p>	<p>Signature:</p> <p>Name:</p> <p>Date:</p>
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Please ensure you include accompanying copies of identification, where I.D. is not sent your request cannot be processed.

In accordance with the DPA2018 and GDPR we have one month from the day after your full request is received with I.D. to respond.