



DATA SUBJECT RIGHTS

When we process your personal information either as a patient, an employee, a volunteer or a member of the public, you have rights which you need to be aware of. These are called data subject rights and are they are detailed below.

The rights you have are determined by the legal basis upon which we process your information, therefore in some circumstances not all rights will be applicable.

- **The right to be informed.**

You have the right to be informed about the collection and use of your personal data. We will inform you about why we process your data, the legal basis for processing, who it will be shared with and how long we will retain it for. This is explained in [privacy notices](#) which are published to the Trust's intranet and on the website.

- **The right of access.**

You have the right to know and obtain a copy of any personal information we hold about you.

When you send us a Subject Access Request to receive this information we will send it to you along with any supplementary information that helps you understand how and why your information is processed.

Your request can be verbal or in writing and we do not normally charge a fee to deal with it.

We respond to subject access requests within one month, but under certain circumstances the time limit may be extended. You will be informed if an extension is required and this will not normally be for longer than an additional two months.

You can exercise your right of access by;

- Completing and sending us a form which can be [downloaded here](#) or
- Sending an email to dpa@scas.nhs.uk or
- Telephoning us on 01869 363177

- **The right to rectification.**

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.

- **The right to 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, eg medical records.

- **The right to 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.

- **The right to 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

- **The right to data portability.**

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

- **Rights relating to profiling and automated decision making.**

You have the right to know if we make decisions solely by automated means or use your personal data for profiling.

Our privacy notices will contain details of any profiling or automated decision making and you can object to your information being processed in this way.

You can exercise your Data Subject Rights by;

- Completing and sending us a form which can be [downloaded here](#) or
- Sending an email to dpa@scas.nhs.uk or
- Telephoning us on 01869 363177

If you have any queries or require further information, please contact:

Data Protection Officer
South Central Ambulance Service
7-8 Talisman Road
Bicester
Oxfordshire
OX26 6HR

Tel: 01869 363177

Email: dpa@scas.nhs.uk

If you have any concerns about how we have handled your rights or are not satisfied with a decision we have made, you may lodge a complaint with the Information Commissioner by contacting:

Information Commissioner's Office
Wycliffe House
Wilmslow
SK9 5AF

Email: www.ico.org.uk/global/contact-us/email