Subject Access Request Form

1. Who is asking for this information?

We are asking for your contact details so we can send your response and discuss your request with you (if needed).

To process your request, we need proof of your ID.

The timescale for responding to your request will start when we receive this request with any relevant ID documents.

About you (or the person you are requesting information about)	
Forename	
Surname	
Date of birth	
Your daytime contact number	
Your postal address, including post code	
Your email address (if relevant)	
Have you moved since your last contact with Hospiscare?	☐ No ☐ Yes
If yes, please tell us what your previous address was	

2. Are you requesting information on behalf of someone else?

Are you making this request on behalf of someone else?	☐ No ☐ Yes
If yes, please provide your details.	
Your Full Name	
Your contact number	
Your postal address	
Your email address (if relevant)	
You also need to give us proof of your authority to act on their behalf. For example, this could be written authorisation from them or a relevant Power of Attorney. Please send proof of authority together with this form when you make your request.	
Reason or legal authority for making this request (e.g. Power of Attorney or written consent):	
☐ Yes, I have proof of my authority to act on the patient's behalf, and I will include it with my form. *(please tick)* **Or** I am the named patient, and I give my consent to the person named above to request this information on my behalf *(please sign and date below to confirm your consent).*	
Signature	
Date	
☐ I have not yet received proof of authority, but I will provide it at a later date. I understand that my request cannot be actioned until this information has been received.	

3. Proof of identity

To confirm your identity, please include a photocopy of one of the following documents with your request.

Please indicate which document you are submitting:	☐ Passport ☐ Driving Licence ☐ Birth Certificate ☐ Written consent from patient

4. Our response

How would you like us to respond to you?	☐ Secure email ☐ Other (please specify)

5. What personal information are you requesting?

If you are requesting specific personal data, please include any details that could help us locate it – such as a specific email, keywords, whole or partial patient record.
Briefly describe your request.

5. Is there a specific date range of the personal data you are requesting?

Being as specific as possible helps us locate the relevant information more efficiently. For example, if you have been a patient for several years, but you only need data from recent appointment or interactions you can request information from just the past few months.	
Date from	
Date to	

If there is any additional information that could help us identify you or locate the data you are requesting, please include it here.

Thank you for your request. We will be in contact with you shortly.

For further information on how we handle and protect your personal data please refer to our Patient Privacy Notice

https://hospiscare.co.uk/about-us/privacy-and-data/

Subject Access Request Guide – Requesting a Copy of Your Personal Data

This guide explains how to request a copy of your personal data under the Data Protection Act 2018 and the UK General Data Protection Regulation.

What is a Subject Access Request?

You have the right to ask for copies of your personal data – we hold about you. This may include emails, meeting notes, healthcare records and other information that identifies you. This is known as your **right of access** or making a Subject Access Request (SAR).

Note: *If you are requesting information about a deceased patient, please request our Access to Healthcare Records Request Form instead.*

How quickly will we respond?

We aim to respond within one calendar month of receipt of your request and confirmation of your identity. Please include a photocopy of one of the following:

- Passport
- Driving licence
- Birth certificate

In some cases - such as when the request is complex - we may need more time. If so, we will let you know as soon as possible and within one calendar month of your original request.

Is there a charge?

There is usually no charge for a request. However, we may need to charge a reasonable fee to cover administrative costs if the request is manifestly excessive or unfounded. We will inform you if this applies.

What can you request a copy of?

You can request access to all personal data we hold about you. However, this does not guarantee full disclosure of all records. In some cases, access may be limited or refused based on professional judgement or legal restrictions.

Exemptions

Access may also be refused in the following circumstances:

- The documentation or evidence provided does not clearly demonstrate the patient's authorisation
- Where the health professional concerned believes that access would cause serious harm to the physical or mental health of the patient or another individual
- If the information in the record relates to another person who can be identified, we will need to redact this information or obtain their consent.

Requesting a copy of all information we hold may result in receiving a large volume of information – some of which may not be relevant to your needs. To help us respond quickly and accurately, please be as specific as possible in your request.

Can someone ask for your information on your behalf?
Yes, but we will need:

- Written permission from you, or
- A valid Power of Attorney

Further Information
You can learn more about your right of access by visiting the Information Commissioners Office (ICO): https://ico.org.uk/for-the-public/getting-copies-of-your-information-subject-access-request/

Submitting Your Request
Please send your completed form, ID and any other documents to us using the contact details below.

You do not have to use this form, but it helps us understand exactly what you are looking for so we can respond fully and promptly.

Write to:

Data Protection Officer
Hospiscare
Searle House
Dryden Road
Exeter
EX2 5JJ

Email to:

informationgovernance@
hospiscare.co.uk