

## Request to Access Personal Records Information Leaflet

(General Data Protection Regulation 2018, Data Protection Act 2018)

www.  
**leeds student  
medical practice**  
.co.uk

### Your rights to obtaining information on your personal data

#### Introduction

One of your most important rights under the GDPR Act is your right of access to information held about you – your personal data.

#### What are my legal rights of access?

You have the right to ask for a copy of the information that is held about you by Leeds Student Medical Practice. This is known as the right of access.

This right means you can ask us to supply you with copies of medical records, and other related information.

#### How do I exercise the right of access?

The right of access can be made in person or in writing. It is important that we only give the information to the right person. Therefore, we will ask you for proof of identity, so that we can be certain you are who you say you are. **You will also need proof of identity when you collect your information**

#### How long does the Leeds Student Medical Practice have to deal with my request?

The practice will process your request without undue delay, and in any event within one calendar month of receiving the request. If we need to ask you for more information to assist us, or prove your identity, the one calendar month period will start once we have received the required information.

In certain circumstances, this time period may extend by a further two months, and we will inform you in writing if this is the case.

#### How much do I have to pay?

There is no charge to exercise the right of access; however we may charge a fee for requests for further copies of the same information. In addition, if we consider your request to be 'manifestly unfounded' or 'Excessive', we may charge a reasonable fee taking into account the administrative costs of providing the information. Where this is the case, we will inform you in writing within one calendar month.

#### Can someone else access my information on my behalf?

There is nothing to stop someone else making a request on your behalf if you require someone else to act for you, such as a solicitor.

In these cases, we will need to be satisfied that whoever is making the request has permission to act on your behalf. It is that person's responsibility to provide this evidence, which could be a written authority to make the request, or a power of attorney.

Information about children may be released to a person with parental responsibility. However, the best interests of the child will always be considered. Even if a child is very young, data about them is still their personal data and does not belong to anyone else. It is the child who holds the right of access to information held about them.

### **Does Leeds Student Medical Practice have to comply with my request?**

There are occasional circumstances where we will not give you the information you have requested. Where the information you have requested contains information relating to another person, unless the other person gives their permission, we are entitled to withhold this information. If we think there could be any risk to the safety or welfare of another person, we will not disclose information without their agreement.

There are exemptions for health, social work, and education. Broadly, these apply to personal data processed where complying with your request would be likely to cause serious harm, to the physical or mental health or condition of you, or someone else.

We do not have to supply you with copies of the information where:

- You agree you do not want printed copies or
- The supply of copies is not possible, or would involve 'disproportionate effort'.

Please note, however, that the Leeds Student Medical Practice will still provide the information if possible, for example by email, if you want the information given to you in this way.

### **What happens if I am not happy with the Leeds Student Medical Practice response?**

Please contact the Practice Manager, the details are,

- **Practice Manager – Mrs Vanessa Hails**, Leeds Student Medical Practice  
4 Blenheim Walk, LS2 9AE  
EMAIL: [lsmp.general@nhs.net](mailto:lsmp.general@nhs.net)

Additionally, the Information Commissioner can give advice about your request, and if they think the Leeds Student Medical Practice has not dealt with it properly, they will tell us, and help you get the information.

- **Information Commissioner's Office**, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF  
WEBSITE: [www.ico.org.uk](http://www.ico.org.uk)