



## **Subject Access Request (SAR) Policy**

A subject access request is when a patient may request a copy of their data.

When a request is made, a letter or email will be sent to the patient confirming that the request has been received and that it is being worked on. This correspondence will be sent within 3 working days.

If the request is for printed information then a copy of all the notes and radiographs will be printed and prepared for the patient to collect. This must be available for collection within 28 days of the request. The patient must collect the notes to enable us to confirm that it is the patient who has received them.

If the request is for electronic information to be sent by email then a copy of all the notes and radiographs will be made in a folder on the server ready to be sent. This must be created within 28 days of the request. A test email will be sent first to confirm that we have the correct address for the patient. No notes should be sent until the patient has confirmed they have received the test email.

If the patient request comes when the **data protection officer (DPO), Niki Kitsiou**, is on annual leave the patient must be told if the request will take longer than 28 days. If this is not satisfactory to the patient, they have the right to complain by **visiting <https://ico.org.uk/concerns/>** or **calling 0303 123 1113**.

**ICO Registration number: ZA210619**

**Data Controller: N Kitsiou Ltd**

**NEVER RELEASE THE ORIGINAL NOTES**