**Individual Rights Requests**

‌The General Data Protection Regulation (GDPR) gives individuals the following rights:

* The right to request a copy of your personal data;
* The right to request that we correct any personal data if it is found to be inaccurate or out of date;
* The right to request a restriction is placed on further processing of your data, where there is a dispute in relation to the accuracy;
* The right to request your personal data is erased where it is no longer necessary for the Dental Academy to retain such data;
* The right to request that the transfer of your data to another practice;
* The right to object to the processing of personal data being used for direct marketing, profiling and research;

If you are considering making a request under one for the above rights, you may find it helpful to read the following information before completing the Individual Rights Request Form that can be sent to you, or provided at Patient Reception.

**Individual Rights Request Process**

**How to make a request**

All Individual Rights Request that relate to patient data (dental) must be made in writing to the University of Portsmouth Dental Academy. The University provides a form for such requests that is designed to collect the information needed to respond to your request. Please complete the form and then send it, with the appropriate identification documents, either to the postal address: Information Governance Lead, University of Portsmouth Dental Academy, William Beatty Building, Hampshire Terrace, Portsmouth, PO1 2QG or by email to [dental.academy@port.ac.uk](mailto:dental.academy@port.ac.uk)

You may wish to consider the use of encryption software for scans of any identification documents you are submitting electronically with your request.

**What information do we need to start responding to your request?**

In order to find the data you are requesting we will need the following information:

Your

* name
* address
* date of birth
* copy of the photograph page of your passport or driving licence

This information is required to confirm that you are the data subject – that is, the individual to whom the data refers – so that the University does not disclose any data to someone who is not entitled to receive it.

If you are making a request on behalf of the data subject e.g. you are a solicitor acting on your client’s behalf, you will need to provide the information detailed above for the data subject, plus proof that you have your client’s consent to request and receive their personal data. This may be a signed form of authority from the individual.

If you are searching for specific information, it would be helpful to provide some contextual information about the required data e.g. the type of treatment involved, appointment date(s)

**What type of search will be carried out for the information included in the requested?**

We will search the electronic patient record, paper patient record, patient administrative forms, incidents database, complaints database and Brush Up Community Programme database. Patient data is restricted to these area and not stored in other locations. If you have requested data then all patient data relating to you will be provided.

**How long will it be before we respond to you request?**

The University has a month (30 days) in which to respond to your request. The 30 days start on the date that the University receives all of the information it needs to confirm firstly, your identity, or your right to request a third party’s data, and secondly, the type of search required dependent on the type of request made. The date on which you will receive your requested information or confirmation that the request has been completed, will be confirmed once the University has received all the required information.

**If you have requested data, how will your data be provided to you?**

The GDPR requires that you receive a permanent copy of any personal data held about you. Therefore, you will receive either an electronic or paper copy of the personal data found about you, depending on the preference you selected on the Subject Access Request form.

If you wish to receive your data in paper form, this will be sent to you using first class recorded delivery post. The University uses recorded delivery post to ensure an audit trail exists to show where the parcel was sent, who signed for it and when. In the event that no-one is available to sign for your parcel, it will be held at a local office until it is collected or finally returned to the University. This ensures your data is held as securely as possible until you receive it. Alternatively you can arrange to collect your data in person at the patient reception of the Dental Academy on the production of identification.

If you wish to receive your data electronically, it will be sent to you by email, as an encrypted attachment. Once your information is ready, you will receive an email from the University with the encrypted attachment(s) and you will need to contact the University for the password in order to decrypt the attachment. More details on how to do this will be included in the email that sends your data to you. Data can also be provided without encryption or downloaded on to a data stick that you provide, however you need to be aware that this is not a secure way of holding the data and is at your own risk.

**How will we respond to Individual Rights Requests other than requests for information?**

We will confirm in writing the action we have taken / will take following your request. For example if you have requested that your data is rectified and we find that there are inaccuracies we will confirm what data has been corrected and how.

If for any reason we cannot carry out your request or the right does not apply in your case we will detail this in our response to your request.

**What can you do if you are unhappy with the response to your request?**

You may first contact the University to clarify any queries about the information you have received or the response to your Individual Rights Request. We will look again at our response to your request and respond to any queries you have raised.

If you remain dissatisfied with the response to your request, you may submit a complaint to the Information Commissioner’s Office (ICO). More advice on how to do this is available by contacting the ICO on its helpline number of 0303 123 1113.