

### What does it mean to me?

Data Protection legislation gives you the right to know what information is held about you and what it is used for.

### How do I request copies of my information?

Telephone us or write a simple letter addressed to the Information Governance team. Alternatively you can contact us and request an application form, this would then ensure that you will be providing all of the information we need and is likely to speed up your request.

### What information do I need to provide?

You must provide enough information in your request to prove your identity and enable us to locate the information.

Examples of identity can be in the form of: a passport; driver's license; birth certificate; together with other relevant information which can confirm your address, e.g. a utility bill.

### What information can I ask for?

Everything we have about you, although it helps us if you can be specific about what you want. For example, specific dates or periods of time and any helpful details necessary to trace the information you require.

### Can you refuse my request?

No. We can't refuse to send you copies of information we have about you, although in rare circumstances an exemption to disclosure may apply.

### What will you send me?

We will send you copies of all the information you have asked for. If you would like further information regarding why we process your information, who we may share it with and how long we retain it, please see further information on our website [[insert link](#)]

### How long will it take for me to receive the information I requested?

Within 7 working days you will get a response acknowledging receipt of your request.

We will get copies of your information to you within 28 days of receiving your request along with any other information we have asked for.

### Why does it take as long as 28 days?

It probably won't. The 28 days is the maximum time we are given in the act.

### How will you send me the information?

We will send the copies of your information to you at your known address by Recorded Delivery.

You will have to sign to say you have received it.

### Do I have to pay?

We do not normally charge for providing a copy of your personal information however, we reserve the right to charge a reasonable fee where the request is likely to take an excessive amount of time to process.

If applicable, we will advise you of any charges and the reasons why as soon as possible.

### Can I look at my data on Betsi Cadwaladr University Health Board premises?

If you wish to view the information, you will need to complete the application form stating such. The Health Board will contact you to arrange a suitable viewing time.

**You will be required to bring proof of identity with you. This should be something that has a certified photograph of you attached e.g. passport.**

During your visit:

- Your information will be made available to you to look at and make notes of. **You cannot alter any data, nor can you remove any data from our records;**
- **A member of the Health Board staff will supervise you at all times;**
- Should you wish a copy of any records, a request can be made at the end of the viewing session;

### What if I would like to access information about someone else?

It may be possible for you to gain access/copies of someone else's records under the conditions below.

#### Children

- If you have young children, you can see or have copies of their information;
- If you have teenage children, it may be necessary to get their permission (consent) for you to see their information or it may be considered more appropriate for them to make the request themselves.

#### Husband/Wife/Partner/Family/Other

- Normally you will need to obtain their permission before we will release the information to you;

- This means they will have to sign a section of the form saying you can act on their behalf;
- If they can't sign, you will have to tell us why on the form;
- The Health Board will consider each application on its merit and will, where possible provide the information required;
- If we feel that we cannot release information to you, we will advise you of any steps you need to take to allow us to release the information.

To get your information from Betsi Cadwaladr University Health Board, write to:

**Information Governance Office  
Betsi Cadwaladr University Health Board  
Wrexham Maelor Hospital  
Croesnewydd Road  
Wrexham  
LL13 7TD**

**Tel: 01978 727689**

**Email: [BCU.FOI@wales.nhs.uk](mailto:BCU.FOI@wales.nhs.uk)**

**Website: [www.bcu.wales.nhs.uk](http://www.bcu.wales.nhs.uk)**



## **Subject Access Requests Under Data Protection Legislation**

**May 2018**