

What is a DSAR?

A DSAR (Data Subject Access Request) is any request by a data subject for access to their personal data. Under the GDPR (General Data Protection Regulation) you (the data subject) have a right to access your personal data held by an organisation.

Your Right	Meaning
Access	You may request a copy of the data we hold about you.
Rectification	If you think your data is wrong you may request that we correct it.
Erasure	You can request that your data is deleted by us. ¹
Restriction	You may ask us to stop processing your data but there are circumstances where we cannot do that. For example, where Healios is required by law to process that data.
Portability	You can ask for a copy of your data in a format that can be transferred to another company.
Objection	You have a right to object to the way we are processing your data.
Automated decisions	Healios do not use automated decision making tools.

Can children make a request?

All service users have a right to access their own health and care records, including children. A child with competency (meaning they are considered mature enough to understand the situation) can exercise their own subject access rights. If they are not deemed competent, a person with parental responsibility may be permitted to exercise the child's right to make a DSAR on their behalf if it is evident, they are acting in the child's best interest.

How do I submit a DSAR?

If you wish to request personal information that is held about you, there are multiple ways that you can do this;

- Verbally (via clinician or admin support);
- Email to dpo@healios.org.uk.

¹ There are instances where data cannot be deleted such as the legal requirement to retain health records. We will advise you if we cannot meet your request.

- Letter to the postal address shown below.

Whichever method you use to contact us, you will need to provide us with the following:

- Your full contact details.
- A description of the information you seek (including dates, subjects, specific documents etc.)
- Proof of your identity (applicable if request is made by letter or email). This is to ensure we only provide personal information to the individual who is entitled to receive it.

A DSAR will only be valid if it contains all the information we need and we have received proof of your identity, whether you are the data subject or if you are making a request on behalf of the data subject.

Data Protection Officer

Email: dpo@healios.org.uk

Postal address: 4a Tileyard Rd, London, N7 9AH

Telephone: 0330 124 4222 between 8am and 6pm on weekdays.

Can somebody else submit a DSAR for me?

Yes, if you are unable to submit a DSAR yourself, you can instruct somebody else to do it for you. They will need to explain who they are, why they are making the SAR for you, provide proof of their identity, and proof of their authority to act on your behalf (eg a consent form).

How much will it cost?

A DSAR is free but, under the GDPR, we can charge a 'reasonable fee' when a request is 'manifestly unfounded' (clearly unreasonable). This also applies if a request is excessive and particularly if it is repetitive. We can also charge a reasonable fee to comply with requests for further copies of the same information.

When will Healios respond to my request?

Requests for access to personal information, will normally be provided within one month of receipt of a valid DSAR. However, we are able to extend the period of compliance by a further two months where requests are complex or numerous. If this

is the case, we will inform you within one month of the receipt of the request and explain why the extension is necessary.

For any other type of request we will aim to address it within one month of receipt of a valid DSAR.

Healios will acknowledge your request and will confirm once the request has been completed within the timeframes outlined above. Any other contact will only occur if we require further information from you.

Checklist for submitting a DSAR

Before submitting your DSAR, please check the following:

- Have you provided your full name, address, telephone number and email address? (to enable us to correctly identify your records or information).
- Have you provided proof of your identity? (e.g. copy of two of the following - passport, driving licence or birth certificate).
- Have you provided enough information to help us identify and find the information that you are requesting? (e.g. dates, subjects, specific documents etc.)
- Have you told us the format that you would like to receive the information in? (e.g. electronically or hard copy).
- If you are making the request on behalf of someone else, have you provided evidence of your identity and the authority you have to act on the data subject's behalf.

Further information about SARs

Further information about DSARs can be found on the [ICO website](#).