**Raising Health Individual Rights Policy**

You have a number of rights, which you can exercise. Just send an email to our Data Protection Officer at [LPT-DataPrivacy@leicspart.nhs.uk](mailto:LPT-DataPrivacy@leicspart.nhs.uk) call 0116 2294051 or write to at Leicestershire Partnership NHS Trust, Suite P1, Bridge Park Plaza, Bridge Park Road, Thurmaston, LE4 8BL

**Right to be Informed – you have the right to know why we are collecting and what we are doing with your personal data.**   
That’s what this privacy policy does in detail. Where we can, we will also provide you with information when we actually collect your personal data – this could be in a number of ways, such as leaflets, statements on forms or verbally. We will try and make this as easy and as clear as we can for you. 

**Right of Access - you have the right to access information we hold about you.**  
You may have heard this called a ‘subject access request’. You have the right to ask for:

* confirmation that we are processing your personal data;
* a copy of the personal data;
* other supplementary information (such as the purpose of the processing, who it is disclosed to, retention period and your other rights).

We will provide you with the information within one month of your request, unless the request is unfounded or excessive, or adversely affects the rights and freedoms of other people. If we are unable to comply with your request for any of these reasons, we will let you know, and why. 

**Right to Rectification - you have the right to make us correct any inaccurate personal data about you**   
You can also ask us to complete personal data you think is incomplete. We will respond to your request within one calendar month. If we are unable to comply with your request, we will let you know, and why.

**Right to Erasure - you have the right to be ‘forgotten’ by us**   
There are certain circumstances when you can ask us to erase all of your personal data. This is generally where we are processing your personal data on the lawful basis of consent, legitimate interests or it relates to direct marketing. We will erase your data within one month of your request.

Please note that if you have told us that you don’t wish to receive marketing messages, we will still keep minimal contact details on our suppression list – this is so that we can ensure you definitely do not receive any marketing information from us. If you do exercise your right to erasure, you will also be erased from the suppression list – meaning that at some point in the future if we receive your details again, you may be sent marketing information.

There are times (such as when we are complying with a legal obligation or for health care) that this right does not apply. We will let you know if that is the case.

**Right to Restriction of Processing – you can ask us to limit the ways in which we use your personal data**   
This could be because you have issues with the information we hold or how we process the data, or it could be while we are looking at the accuracy of your data or investigating an objection. If it is a temporary restriction, we will inform you before we lift the restriction.   
We will act upon your request within one month.   
There are times when this right does not apply. We will let you know if that is the case. 

**Right to Data Portability - you have the right to transfer your data to another service**   
You can ask us to give you your data in a format that is easy to move, copy or transfer from one IT system to another in a safe and secure way. We will provide the information in a structured, machine readable and commonly used format. This right only applies when:

* the data has been provided to us;
* we are using the lawful basis of your consent, or fulfilling a contract, to collect your data; and
* the data is being carried out by automated means, and not on paper.

There are times when the right does not apply. We will let you know within one month of your request, if that is the case.

**Right to Object - you can object to us processing your personal data**  
You can object to your personal details being used for direct marketing purposes. When you do this we will stop processing your data for this purpose.

For other purposes, if we are using the ‘legitimate interests’ lawful basis, you can object to the processing, as long as you tell us why. We will use these reasons to determine whether the objection is justified or whether we disagree.

Your rights are restricted where we are using your personal data for research purposes, and the research is carried out in the public interest. We will let you know our decision within one month of your request. 

**You can object to us using your personal data for profiling or making automated decisions about you**

* 'Automated decision making’ means a decision that is made solely by automated means, with no human involvement (such as a decision made online to award a loan).
* Profiling means automated processing of personal data to decide or evaluate certain things about an individual (for example to find something out about what you like or to predict your behaviour).

**Right to Withdraw Consent**  
Where we are processing your personal data based upon your consent, you can withdraw this at any time, and we will stop processing your data immediately. 

**Right to make a complaint**  
You have the right to complain to us and to a supervisory authority about how we use your personal data. Please tell us first so that we have a chance to address your concerns. If you are not happy with our response, you have the right to lodge a complaint with a supervisory authority. This is the Information Commissioner’s Office, who you can contact at:  
  
The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF  
Helpline: [0303 123 1113](tel:03031231113), or from outside the UK +44 1625 545 700  
Website: [www.ico.org.uk](https://www.loros.co.uk/about/data-protection/privacy-policy/www.ico.org.uk)

**How can I access my personal data that Raising Health Charity holds about me?**

Under the Data Protection Act 2018, you have the right to know whether Raising Health holds any data about you, and a right to request a copy of that personal data. This is called a Subject Access Request (SAR).

Our Online Form is designed to assist you in the process of making a request for that information, and we recommend that you use it as it will ensure we have the relevant information and therefore speed the process up. However, it is not mandatory and we will respond to requests made in other formats.

In certain circumstances, exemptions may apply and we may be unable to let you have a copy of the information (for example if it is required for criminal proceedings). If an exemption under the Data Protection Act 2018 does apply, we will let you know what; why; and what you should do if you are not happy with our decision.

**When will Raising Health respond to the request?**

We have up to one calendar month from the day after we receive your request to respond. In some cases, this period can be extended. We will let you know if this is the case. We are committed to acknowledge all the requests we receive.

**What do you need to be able to respond?**

In order to process your request, we need to see proof of your identity. This is to ensure we do not give out personal data to people who are not the data subject.

If you are applying for personal data on behalf of another person, we will need to see written authorisation from them. If you hold a power of attorney or parental rights for the person then we will need to see a copy of the relevant form.

**How can I submit this SAR?**

You can complete our online SAR form here or you can print and complete this form and send it via post or email to:

Information Request Team  
Leicestershire Partnership NHS Trust

Suite P1, Bridge Park Plaza

Bridge Park Road   
Thurmaston, LE4 8BL  
Email: [LPT-SARRequests@leicspart.nhs.uk](mailto:LPT-SARRequests@leicspart.nhs.uk)