

## How do I obtain a copy of my personal information?

**Patients** will need to write to our Patient Experience Team describing the information required.

Unlike FOIA, as you are asking for personal information, you will need to provide evidence of your identity, for example, a copy of your passport and a recent utility bill. A small charge may be made.

**Staff** wishing to access their personnel records will need to make an application to the HR Business Partner for their area as set out in the Data Subject Access Request Policy and Procedure.

## Accessing the health records of deceased patients

There are limited circumstances in which you may access the health record of a deceased patient. If you are the patient's personal representative, or have a claim arising from their death, please contact our Patient Experience Team in the first instance.

Please address any requests or queries to:  
Patient Experience Team  
South East Coast Ambulance Service  
NHS Foundation Trust  
40/42 Friars Walk, Lewes, East Sussex  
BN7 2XW  
Contact email: [pet@secamb.nhs.uk](mailto:pet@secamb.nhs.uk)  
Telephone: 0300 123 9242

## Other requests for information

In certain circumstances, the Police, Coroners, solicitors and other authorities acting on behalf of an individual e.g. local council/ government, may require access to records that we hold.

**Coroners** and Coroners Officers should contact us via:

[Coroners.enquiries@secamb.nhs.uk](mailto:Coroners.enquiries@secamb.nhs.uk),  
the address below or safehaven fax to:  
01622 740802.

**Police** officers should contact us via:  
[Police.enquiries@secamb.nhs.uk](mailto:Police.enquiries@secamb.nhs.uk),  
the address below or safehaven fax to:  
01622 740802.

**Solicitors** should contact us via the address detailed below:

Investigations Coordinator  
South East Coast Ambulance Service  
NHS Foundation Trust:  
Heath Road, Coxheath, Maidstone,  
Kent ME17 4BG for enquiries on  
incidents in **Kent** area or

40/42 Friars Walk, Lewes, East Sussex  
BN7 2XW for enquiries on incidents in  
**Sussex, Surrey and North East  
Hampshire** areas

Further information is available on the Trust's website under the 'Contact Us' tab.



South East Coast **NHS**  
Ambulance Service  
NHS Foundation Trust

## How we deal with requests for information



## What kind of information can I request?

Information generally falls into two types: organisational and personal. Organisational information can be requested under the Freedom of Information Act 2000 (FOIA), but, if you wish to access information about yourself, the Data Protection Act 1998 (DPA) applies.

## The Freedom of Information Act 2000 (FOIA)

The FOIA recognises that you have the right to know how public authorities, such as South East Coast Ambulance Service NHS Foundation Trust, are organised and run.

It aims to promote greater transparency and openness in public authorities by supporting members of the public to request information from us.

There are some exemptions, but unless an exemption is relevant, you are entitled to know whether we hold the information requested and to receive it.

We also publish a lot of information on our website ([www.secamb.nhs.uk](http://www.secamb.nhs.uk)) which you may wish to view before making a request.

## Our Publication Scheme

Our 'publication scheme' is on our website. It contains a list of the information that we routinely publish, including information relating to our services, priorities, plans, performance and policies.

## How do I make a request under the Freedom of Information Act?

You need to write to us either by letter, email or fax. You must include:

- Your name
- An address for us to contact you
- A description of the information you are interested in

You may either:

- complete the form on our website under 'Contact us', then 'Freedom of Information requests'; or
- email us at [foi@secamb.nhs.uk](mailto:foi@secamb.nhs.uk) or
- write to:

Freedom of Information Coordinator  
South East Coast Ambulance Service  
NHS Foundation Trust  
40/42 Friars Walk  
Lewes  
East Sussex  
BN7 2XW

## How quickly will I receive the information?

We will respond to your FOI request within 20 working days.

## Can I use FOIA to obtain access to my personal information?

No you can't. There is an exemption to prevent this.

If you wish to receive a copy of information we hold that relates to you personally, you must make a written request, known as a 'Subject Access Request' under the Data Protection Act 1998.

## Data Protection Act 1998 (DPA)

The DPA sets out the rules for processing person-identifiable information about living individuals.

It allows you to find out what information about you is held on computer and in certain manual records. This is known as "right of subject access". It applies to your health or other records.

You can find out more about the DPA on the website: <http://ico.org.uk/>

**For a large print copy of this leaflet or issue in other languages, please contact our Communications Team on 0300 123 0999 or email: [comms@secamb.nhs.uk](mailto:comms@secamb.nhs.uk)**