

## Complaints

These must be in writing and addressed to Kingston GP Chambers.

Where the complaint is by a third party, and the complaint or enquiry related to someone else, the written consent of the Data Subject is required.

Where this is not possible full justification must be given.

All complaints will be acknowledged within 14 days, and a response provided within 21 days.

## Term Used

### ***Data Controller***

This is the controller of the data and the system, as defined in the Act. In this case the Controller is Dhiren Shah.

### ***Data Subject***

This is the person whose image is within the system, and who has rights of access as determined under the Act.

### ***Third Party***

A person or body other than the Data Subject who requests access, or to whom an image may be provided

## Making an Access Request

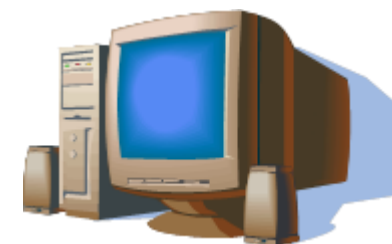
- **Please read this leaflet carefully!**
- Ask at reception for an access form entitled Application to Access Medical Records
- Ensure that the form is fully completed, using a separate sheet of paper if necessary, and returned to Kingston GP Chambers – details below.
- **Your request will be considered and you will be advised of the decision within 21 days. There is no facility for immediate access.**

Send the application to:

Kingston GP Chambers Limited  
C/o The Village Surgery  
157 New Malden High Street  
KT3 4BH



## Access to Medical Records



## Access – Data Subject

GDPR specifies the rights of access of the Data Subject.

All requests for access must be in writing on a Data Access form which will be provided on request.

The form must be fully completed.

A response will be provided as soon as possible, and in any event within 40 days. Where an application is declined, a reason will be given. In some circumstances, some parts of your record may be withheld.

## Provision of Information to Third Parties

Kingston General Practice Chambers (KGPC) may share your personal information with other NHS organisations where this is appropriate for your healthcare.

In other circumstances we may approach you for specific consent to release personal information to third parties.

Information will **not** normally be released to other family members without written patient consent

In some circumstances there are statutory or ethical obligations to disclose information to others (such as public health issues) which may not require your consent, however you may be

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consulted about these in advance.

All staff have access to your medical and personal details which is required in relation to their roles, and have completed confidentiality agreements.

## CCTV Images

(also see separate CCTV leaflet)

- The premises from which KGPC provide services are generally covered by CCTV security. The CCTV is managed by the practice or other NHS organisation operating from those premises. The CCTV will be managed in accordance with the requirements of GDPR.
- Images will not be retained longer than is considered necessary, and will be then be deleted.
- All images will be held securely, and all access requests and access to images will be documented.
- Images may record individuals and / or record incidents. Not all recordings are designed to identify persons.

- Other than in accordance with statutory rights, the release or availability of images will be at the discretion of the Partners to the Practice, who are Data Controllers for the purposes of the Data Protection Act.
- Images are held to improve the personal security of patients and staff whilst on the premises, and for the prevention and detection of crime, and images may be provided to police or other bodies.
- Where access is granted in response to an application received, the image may be edited to exclude images of third parties who may be also included within the requested image. This may be necessary to protect the identity of the third parties. In these circumstances the image released as part of the application may record / identify the “data subject” only.
- Images will be located by the Data Controller or authorised person.
- When assessing the content of the image released the decision will be taken by the Data Controllers having due regard to the requirements of GDPR.