

How to request your personal information (for staff and students)

Under the Data Protection Act (DPA) 1998, anyone has the right to find out what information an organisation holds about them by making a subject access request (this is a request for your own personal information). Once we have received your request and fee we have forty days in which to reply to your request, but will of course try to respond as early as possible.

If you wish to access your personal records held by LJMU you should do so in writing (and this includes email) to:

The Data Protection Officer
Secretariat
Liverpool John Moores University
Egerton Court, 2
Rodney Street
Liverpool, L1 2UA.

Tel: 0151 231 3550/3116

Email: foi@ljmu.ac.uk

To access your occupational health and/or immunization record please see details below under Occupational Health Records.

For your assistance you can find a standard request letter: <https://www.ljmu.ac.uk/about-us/public-information/data-protection-and-freedom-of-information-and-public-sector-information/data-protection> You can also send your request by email to foi@ljmu.ac.uk

The University charges an administrative fee of £10. Cheques should be made available to Liverpool John Moores University. Payment can also be made on line [here](#)

Your request entitles you to be told whether the University holds your information, the purpose for which your information is held, to whom your information may be disclosed, and to receive a copy of your information. This includes information held in paper records and electronic records (including emails).

You will need to provide proof of your identity to prevent any unlawful disclosure and the University will respond within forty days or sooner if possible. Your request can be provided in hard copy or email depending on your preference. If you believe the data is inaccurate, out-of-date, held unnecessarily, or is considered offensive, you have the right to have your information rectified, blocked, deleted or destroyed.

You can also request access to your personal information through another party such as a lawyer or an advocate. A signed letter or form of authority from you must be provided before any data is disclosed. You can find a copy of an authority form <https://www.ljmu.ac.uk/about-us/public-information/data-protection-and-freedom-of-information-and-public-sector-information/data-protection>

Third Party Data

When handling your request, sometimes another individual (third party) may be identified in the personal data likely to be disclosed. The University will only disclose third party data with the consent of that third party, or if it is reasonable to do so without consent. In determining whether it would be reasonable, the University must balance its duty of confidentiality to the third party against your rights for access to your personal information under the DPA. Some third party personal information may be redacted [blocked out].

Occupational Health Records

We maintain your occupational health record in strict adherence to all requirements of the Data Protection Act and in line with the principles of good medical and nursing practice. No data is ever released without your specific informed consent.

If you wish to have copies of your record, or part of your record, for example in connection with future employment, in accordance with section 7 of the Data Protection Act, you may do so by submitting a request detailing your full name, date of birth to the below link.

Email OHrecords@ljmu.ac.uk

We will then send you the relevant form to complete detailing the procedure and time frames.

If you only require a copy of your immunization record, listing information on the immunization procedures and blood tests carried out during your time at LJMU, **please indicate this on the form that will be sent out to you as this simplifies the process and allows us to give you a quicker response.**

Alternatively, if you need a copy of your full record then we will endeavour to supply this as quickly as possible within the requirements of the Data Protection Act. A fee of £10 to cover administration costs is payable in advance for those requesting copies of their entire Occupational Health Records.

If the Occupational Health Unit receives written requests that do not include all of the information requested, i.e. full name, address and date of birth, the request cannot be processed for reasons of data security.

Please note that the Occupational Health Unit is unable to process requests for “urgent” copies of medical records, as we are committed to fulfilling our contractual and statutory workload priorities. The Data Protection Act allows a specific timescale to process data requests and we will provide copies of occupational health records as speedily as possible. Repeated enquiries will delay the process.

Top Tips:

- Remember to keep a copy of the letter and any further letters you send or receive.
- A fee of no more than £10 may be payable, however this may increase depending on the information you have asked for, for example health records are charged at a higher fee.
- The information may be sent to you as a computer print-out, in a letter or form, or by email.
- Please contact the Information Commissioner’s Office (ICO) if you experience difficulty in getting your information. Contact details shown below.

Complaints

If you are not satisfied with how the University has handled your request, you can appeal in writing to the Secretariat using the details below. Upon receipt of an appeal, the University will identify a suitable independent staff member to conduct an internal review.

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Change	Author	Date	Review	Route
Links to Data Protection pages updated	Lynn Sutcliffe	05.05.2015	2016	
Updated OH section	Emily Moncrief	02.03.16	2016	
Updated appeals procedure	Lynn Sutcliffe	12.12.16	2016	