

Broom Leys Surgery

Privacy Notice – IGPR

Subject Access Requests and Medical Reports



Plain English explanation

The Practice uses iGPR Technologies Limited (iGPR) to help us process Subject Access Requests (SARs) and medical report requests. The Practice remains the Data Controller for your GP record and is responsible for deciding what information can be disclosed. iGPR acts as our Data Processor and processes your information only on our documented instructions for these purposes.

1) Data Controller contact details	Broom Leys Surgery
2) Data Protection Officer contact details	Umar Sabat umar.sabat@ig-health.co.uk
3) Purpose of the processing	We use iGPR software and, where applicable, iGPR's managed service to support the receipt, preparation, review, redaction, quality checking and secure delivery of: • Subject Access Requests made by you or by someone authorised to act on your behalf; • medical reports requested by authorised third parties, such as insurers, solicitors, employers/occupational health providers, the DVLA, DWP or other government/public bodies, where the request is lawful and the required consent or authority is in place. To provide this support, iGPR may process your identifying and contact details, relevant information from your GP record, details of the request, consent/authority documents and third-party information contained within the record where it needs to be reviewed or redacted. iGPR does not decide the purpose of the processing or use your medical information for its own purposes. The Practice remains responsible for the final disclosure decision and may require GP or clinician review where necessary.
4) Lawful basis for processing	Subject Access Requests: Article 6(1)(c) UK GDPR – processing is necessary to comply with a legal obligation, including the right of access under Article 15 UK GDPR. For health information, Article 9(2)(h) UK GDPR and the relevant provisions of the Data Protection Act 2018 apply. Medical reports: The lawful basis depends on the type and purpose of the report. Where a report is provided at your request or with your explicit consent, Articles 6(1)(a) and 9(2)(a) UK GDPR may apply. Where a report is required or permitted by law or a public function, Articles 6(1)(c) or 6(1)(e), together with the appropriate Article 9 condition, may apply. Reports requested for employment or insurance purposes are also subject to the Access to Medical Reports Act 1988 where that Act applies. We will only disclose confidential medical information where there is a valid legal basis and the requirements of confidentiality are met, including obtaining consent or authority where required.
5) Recipients / categories of recipients	iGPR Technologies Limited acts as a Data Processor for the Practice. Access is limited to authorised Practice and iGPR staff who need the information to process the request. Depending on the request, the completed SAR or medical report may be provided to you, your authorised representative or solicitor, an insurer, employer/occupational health provider, the DVLA, DWP or another government/public body where the disclosure is lawful and appropriately authorised.

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	iGPR Technologies Limited, 11 Aston Court, Bromsgrove Technology Park, Bromsgrove B60 3AL. Email: hello@igpr.co.uk
6) Your rights and choices	Your data protection rights apply subject to the circumstances and any legal exemptions. The right to object does not apply in the same way where processing is necessary for the Practice to comply with a legal obligation, such as responding to a SAR. Where a medical report relies on your consent, you may withdraw that consent before the information is disclosed. Where the Access to Medical Reports Act 1988 applies, you also have specific rights in relation to seeing the report before it is supplied and requesting amendments.
7) Right to access, rectification and erasure	You have the right to request access to your personal data and to ask for inaccurate personal data to be corrected. You may also have rights to restriction or erasure where the legal conditions are met. Accurate clinical information is not automatically deleted simply because it is disputed. Where an entry was accurate at the time it was made, the Practice may retain the original entry and add a correction, clarification or supplementary note where appropriate.
8) Retention period	The Practice retains the GP record in line with the NHS Records Management Code of Practice and other applicable legal requirements. iGPR processes and stores information only for as long as required to provide the service, in accordance with its contract with the Practice, the Practice's instructions and applicable data protection law. Any retention of report-processing or audit information is governed by those arrangements rather than creating a separate GP clinical record.
9) Right to complain	If you are unhappy with how your information has been handled, please contact the Practice or the Data Protection Officer using the details above. You also have the right to complain to the Information Commissioner's Office (ICO): https://ico.org.uk/make-a-complaint/data-protection-complaints/ ICO helpline: 0303 123 1113.

National Data Opt-Out: This processing is carried out to respond to an individual SAR or medical report request and is not a disclosure for research or planning purposes. The National Data Opt-Out does not generally apply to this processing. For more information see: <https://www.nhs.uk/your-nhs-data-matters/>

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