

## FREEDOM OF INFORMATION REQUESTS – CONDITIONS OF USE

### Copyright

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### Recording Your Details

We will record your contact and request details in order to monitor and improve the service we provide. This information will be handled in accordance with the NHS Confidentiality Code of Practice.

### Using Personal Data We Provide

You are required not to use personal data for electronic marketing (telesales, fax, e-mail) to our staff and comply with the Privacy and Electronic Communications (EC Directive) Regulations 2003. Provision of such personal data in response to a Freedom of Information or Environmental Information request does not constitute consent from the individual concerned.

The Data Protection Act gives individuals rights to prevent processing likely to cause substantial unwarranted damage or unwarranted distress (section 10) and to prevent processing for the purposes of direct marketing (section 11). You should be aware that selling, giving or sharing of personal data could breach the Data Protection Act. Kent and Medway Commissioning Support Unit on behalf of Clinical Commissioning Groups advise staff of their rights.

### Feedback

Your feedback is welcome to help us improve the service we provide. Please send comments or suggestions to our address shown on this letter.

### Review Procedure

If you feel that we have not met the requirements of the Freedom of Information Act 2000, you should contact the person who sent the response to you.

If you remain dissatisfied, you can ask us to review our decision by making a written "requirement for internal review" including your address, a description of the original request and the reasons why you are dissatisfied. Please send this to: [foi@nhs.net](mailto:foi@nhs.net) or

**FOI-Internal Review Request**  
**KMCS - Kent House - 4th Floor**  
**81 Station Road**  
**Ashford**  
**TN23 1PP**

Web Address: <http://www.kmsu.nhs.uk/contact/>

The review will be handled by staff who, were not involved in the original decision - though this will not apply to Section 36 claimed exemptions in accordance with Department of Health Directive. Your request will still be reviewed. We aim to complete all internal reviews within 20 working days.

If you then wish to appeal you should contact the Information Commissioner for an independent review at the following address:

**The Information Commissioner**  
**Wycliffe House**  
**Water Lane**  
**Wilmslow**  
**Cheshire SK9 5AF**

Telephone: 01625 545745

Web Address: [www.ico.gov.uk](http://www.ico.gov.uk) or [https://www.ico.org.uk/Global/contact\\_us](https://www.ico.org.uk/Global/contact_us)