Guidance on Acceptable Forms of Identification

To protect your privacy and comply with data protection laws, the Trust must verify your identity before we can release any personal data or medical records.

Please review the lists below to see what documentation you need to upload directly within your online form. Your one calendar month response timeline will officially begin once we receive and verify your identification.

If you are requesting your own records or information

If you are the data subject making a request for your own information, you must upload at least two forms of identification, namely: **One** clear digital copy of a **valid photo identification** document and, **one** clear digital copy of your **proof of address** document. If you've changed your name since your records or information were created, also provide a clear digital upload of an official document linking your current name to the name held on our systems. The acceptable documentation is listed below.

Acceptable photo identification documents include:

- The photo page of your valid Passport
- A photocard full UK driving Licence or formal solicitor identification card
- Full birth certificate or UK naturalisation certificate
- Biometric Residence Permit (BRP) or EU National Identity Card
- Adoption Certificate
- Marriage or Civil Partnership Certificate
- HM Forces ID Card.

Acceptable proof of address documents include:

- A utility bill (e.g. gas, electricity, or water) dated within the last **3 months** (mobile phone bills are not accepted).
- A bank or building society statement dated within the last **3 months**.
- A Council Tax bill for the **current financial year**.
- A photocard UK Driving Licence, provided it has not already been uploaded as proof of identity.
- A mortgage statement for the current year
- A valid signed tenancy agreement

Change of Name

If you've changed your name since your records or information were created, you must provide a clear digital upload of an official document linking your current name to the name held on our systems. The acceptable documentation includes:

- Marriage or Civil Partnership Certificate
- Deed Poll (enrolled or unenrolled)
- Statutory Declaration of Change of Name

If you are a representative making a request on behalf of someone else

If you are a family member, or third-party representative **other than a Solicitor** and you are making a request on behalf of a living individual, you must upload at least **three separate main items** before we can process your application.

Item 1: Acceptable photo identification documents of the data subject

A clear digital copy of the data subject's photo identification, such as:

- The photo page of a valid Passport
- A photocard full UK driving Licence
- Full birth certificate or UK naturalisation certificate
- Biometric Residence Permit (BRP) or EU National Identity Card
- Adoption Certificate
- Marriage or Civil Partnership Certificate
- HM Forces ID Card

Item 2: Acceptable proof of address documents of the data subject

A clear digital copy of the of the data subject's proof of address, such as:

- A utility bill (e.g. gas, electricity, or water) dated within the last **3 months** (mobile phone bills are not accepted).
- A bank or building society statement dated within the last **3 months**.
- A Council Tax bill for the **current financial year**.
- A photocard UK Driving Licence, provided it has not already been uploaded as proof of identity.
- A mortgage statement for the current year
- A valid signed tenancy agreement

Item 3: Proof of your formal authority to act on behalf of the data subject

You must upload the relevant document that grants you the legal right to act on behalf of the data subject:

- **For adults with mental capacity:** A signed and dated letter of authorisation or declaration from the data subject consenting to the disclosure of their personal data to you.
- **For children under 13 years old:** A Full Birth Certificate or Adoption Certificate naming you as the parent/guardian, or a formal Parental Responsibility Order. If your current legal surname does not match the child's certificate, please also upload a full marriage certificate.
- **For adults lacking mental capacity:** A registered Lasting Power of Attorney (health and welfare) or a Court of Protection Order appointing you as a Personal Deputy.

Item 4: Change of Name

If the data subject's name has changed since their records were created, provide a clear digital upload of an official document linking their current name to the name held on our systems.

Acceptable documentation includes:

- Marriage or Civil Partnership Certificate
- Deed Poll (enrolled or unenrolled)
- Statutory Declaration of Change of Name
- Decree Absolute Certificate or Final Order.

If you are requesting access to records of a deceased patient

Access to the records of someone who has passed away is strictly managed. If you are the personal representative, or a person who may have a claim arising out of their death of a deceased patient. A personal representative is the executor or administrator of the deceased person's estate - i.e. a person holding the Grant of Probate or Letters of Administration.

You must upload at least **three separate main items** before we can process your application.

Item 1: Acceptable photo identification documents

You must upload **one** of the following to confirm **your** identity:

- The photo page of your valid Passport
- A photocard full UK driving Licence or formal solicitor identification card
- Full birth certificate or UK naturalisation certificate
- Biometric Residence Permit (BRP) or EU National Identity Card
- Adoption Certificate
- Marriage or Civil Partnership Certificate
- HM Forces ID Card.

Item 2: Acceptable proof of address documents

You must upload **one** of the following to confirm **your** current residential address*:*

- A utility bill (e.g. gas, electricity, or water) dated within the last **3 months** (mobile phone bills are not accepted).
- A bank or building society statement dated within the last **3 months**.
- A Council Tax bill for the **current financial year**.
- A photocard UK Driving Licence, provided it has not already been uploaded as proof of identity.
- A mortgage statement for the current year
- A valid signed tenancy agreement.

Item 3: Your proof of entitlement - select based on your role

In compliance with the Access to Health Records Act 1990, you must demonstrate your legal right to view the records by satisfying **either Category A or Category B:**

Category A: You are the personal representative

- **Grant of probate:** You must upload an official copy of the Grant of Probate, naming you explicitly as an executor.
- **Letters of administration:** You must upload an official copy of the Letters of Administration appointing you as the administrator of the deceased person's estate.
- **Small estates provision:** If the estate value is below the formal threshold and probate is not required, you must upload a copy of the valid Will accompanied by a signed statutory declaration.

Category B: You have a claim arising out of the death

- **Solicitor correspondence:** You must upload a formal letter on headed paper from a legal professional or firm confirming that a live negligence, personal injury, or financial dispute is actively being pursued.
- **Evidence of a claim:** You must upload any objective documentary proof of an active financial or insurance dispute that directly relies on entries within the requested medical notes to resolve the matter.

If you are a Solicitor making a request on behalf of a data subject - your client

If you are a Solicitor making a request on behalf of a data subject who is a living individual and your client, you must upload at least **three separate main items** before we can process your application.

Item 1: Acceptable photo identification documents of the data subject

A clear digital copy of your data subject's photo identification, such as:

- The photo page of a valid Passport
- A photocard full UK driving Licence
- Full birth certificate or UK naturalisation certificate
- Biometric Residence Permit (BRP) or EU National Identity Card
- Adoption Certificate
- Marriage or Civil Partnership Certificate
- HM Forces ID Card

Item 2: Acceptable proof of address documents of the data subject

A clear digital copy of the data subject's proof of address, such as:

- A utility bill (e.g. gas, electricity, or water) dated within the last **3 months** (mobile phone bills are not accepted).
- A bank or building society statement dated within the last **3 months**.
- A Council Tax bill for the **current financial year**.
- A photocard UK Driving Licence, provided it has not already been uploaded as proof of identity.
- A mortgage statement for the current year
- A valid signed tenancy agreement

Item 3: Proof of your formal authority to act on behalf of the data subject.

You must upload the relevant document that grants you the legal right to act on behalf of the data subject:

- **For adults with mental capacity:** A signed and dated letter of authorisation or declaration from the data subject/client consenting to the disclosure of their personal data to you.
- **For adults lacking mental capacity:** A registered Lasting Power of Attorney - health and welfare, or a Court of Protection Order appointing you as a Personal Deputy.

- **For children under 12 years old**: If you are acting on behalf of the parent/guardian, you must upload a signed letter of authority/instruction from the parent/guardian who holds parental responsibility, **plus** a copy of the child's Full Birth Certificate or Court Order proving that the instructing adult has the legal right to act for the child who is the data subject.

Item 4: Change of Name

If the data subject's name has changed since their records were created, provide a clear digital upload of an official document linking their current name to the name held on our systems. The acceptable documentation includes:

- Marriage or Civil Partnership Certificate
- Deed Poll (enrolled or unenrolled)
- Statutory Declaration of Change of Name
- Decree Absolute Certificate or Final Order.