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### Trainer Information

**Alex Bunn** is an experienced data protection professional, and with a background in Counter Fraud, Alex has a very good understanding of legislative controls and the challenges in compliance. Alex has, since 2013, provided expertise to, and been instrumental in assisting, a wide array of health and social care organisations to enable new, intuitive, safe and effective care arrangements whilst improving/maintaining compliance with data protection laws and standards.



### Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

*Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £45 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.*

## Patients Requesting Removal or Rectification of Records

**Date:** 4<sup>th</sup> June 2026  
**Times:** 1300 - 1430  
**Venue:** Microsoft Teams Online Platform  
**Places available:** 10

**Fee/s:**

NfP Members	£45
Non Members	£90

**This workshop is suitable for: practice managers, IT leads, Data Protection Officers and GPs.**

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### Introduction

With more patients gaining online access to records, there will likely be more requests to rectify or remove data that the patient believes is incorrect or should not be there.

Erasure and correction of data are rights that individuals have under data protection legislation. This session will cover how a practice should consider and manage such requests so that the most appropriate action is taken, that legal requirements are complied with and wherever possible the patient is happy/accepting of the position.

### Agenda/topics covered:

- The legal requirements of these rights, their application and potential exemptions
- Correcting an agreed error
- Facts or opinions and dealing with different ones
- Removal of information – when it shouldn't be removed and when it can
- Complex cases, e.g. gender change.

***We will use anonymous real examples throughout as talking points.***

### Learning objectives:

- Staff are aware of the application of these rights
- Staff are enabled to manage complex cases and respond appropriately.