

RE: FOI 24/122 Personal information

MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Wed 07/02/2024 16:05

To [REDACTED]
Cc:MHRA Customer Services <MHRACustomerServices@mhra.gov.uk>

Dear [REDACTED]

Thank you for your email to the MHRA of 30 January 2024. You have mentioned 'FOI' in your email, so we have given your enquiry a reference number FOI 24/122. However, it appears that you may be asking for information about a phone call that you made or received, and if so, this would be your own personal information.

We should explain that the FOI Act does not give access to a requester's own information, and we need to refuse this kind of request under section 40(1) or section 40(5) of the FOI Act; this is because FOI responses are public disclosures 'to the world', and we must make sure that we do not disclose anyone's personal information in our response.

If you do want to ask about a phone call you have made or received, you will be able to make a 'subject access request' for your personal information under the Data Protection Act. We have included a link here which shows how you can do this:

<https://eur01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.gov.uk%2Fgovernment%2Fpublications%2Fmhra-privacy-notice%2Fmhra-privacy-notice%23subject-access-request&data=05%7C02%7CMHRACustomerServices%40mhra.gov.uk%7C8bafa720a1194874268a08dc27f68b12%7Ce527ea5c62584cd2a27f8bd237ec4c26%7C0%7C0%7C638429187049976085%7CUnknown%7CTWFpbGZsb3d8eyJWljoimC4wLjAwMDAiLCJQIjoiV2luMzliLCJBTiI6IjE6IjEhaWwiLCJXVCI6Mn0%3D%7C0%7C%7C%7C&sdata=WSgMLNFE%2FHzxD%2BECiK%2BoTByb6RceMvTnVGYkjfO9Hfg%3D&reserved=0>

If you wish to go ahead with a request, it would be helpful if you could provide further details about the call, for example, who the call was with.

We hope this is helpful for you.

Kind Regards,

MHRA Customer Experience Centre
Communications and engagement team
Medicines and Healthcare products Regulatory Agency
10 South Colonnade, Canary Wharf, London E14 4PU

From [REDACTED]
Sent: Tuesday, January 30, 2024 11:16 AM
To [REDACTED]
Subject: FOI