

SUBJECT ACCESS REQUESTS

Under the General Data Protection Regulation and the Data Protection Act 2018, an individual has the right to request for all personal data that the Council holds about them by making a Subject Access Request.

You can make a request by submitting the attached form to the Data Protection Officer either by email or writing:

Data Protection Officer
Rochford District Council
South Street
Rochford
Essex
SS4 1BW

Email: DPO@rochford.gov.uk

What information do I need to provide to the Council?

1. A clear, specific request

The Council does not have to start working on a subject access request until you have provided enough information for us to find the personal data.

For example, a request for 'all of the personal data held on me' is not specific enough for us to find your personal data.

The Council processes personal information for many reasons, below is a list of the most requested information types:

- housing benefit files
- council tax information
- employment files
- housing and homelessness files

You will need to state which Council departments you have dealt with.

2. Current identification

The Council takes great care to ensure that personal data is only disclosed to those who are authorised to access it. For this reason you will need to provide one form of ID from each of the lists below in order to request your personal information:

1. Examples of acceptable name identification:

- driver's license
- passport
- birth certificate

2. Examples of acceptable proof of address:

- utility bill
- bank statement
- council tax bill

Address ID is necessary in order to ensure that your personal data is being posted to the right place. If you would rather pick up your data by hand then please let us know.

How long does a subject access request take?

The Council are committed to dealing with requests for information promptly and no later than the statutory guideline of one calendar month. However, if the Council consider the request to be complex we will notify the applicant in writing that the SAR requires further time and will provide an estimate of a 'reasonable time' by which they expect a response to be made.

What information can I access?

The Data Protection Act allows individuals to access any personal data that is held about them.

What if I require information about someone else?

There are a few ways that you can obtain information about another individual.

The easiest way is to obtain their consent. A consent form should be signed by the data subject and clearly set out what data can be released.

Anyone with parental responsibility can obtain their children's records. However, once a child reaches an age where they can understand the implications of their data being shared their consent will be sought.

What if I am not happy with the response to my request?

The first stage is to contact us to request a review of your request. The Data Protection Act does not specify how long a review should take but in most cases the Council will attempt to review your request within 20 working days.

If you are still unsatisfied after a review then the next stage is to contact the Information Commissioners Office (ICO):

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire, SK9 5AF
Tel: 01625 545 700

Subject Access Request Form
General Data Protection Regulation (GDPR)

Data Protection Statement:

The data gathered on this form will be used to process your request for personal data. The information supplied here will be shared with other Directorates within the Council for the purposes of checking your identity and locating any information we hold on you, as asked for. Once we have dealt with your request, we will retain this document for audit purposes, in-line with the Council's Retention Policy.

Please complete in **BLOCK CAPITALS**

Part 1: The Request

I am the Data Subject (The person the information is about) **If yes, please tick and then complete parts 2,3,4,5**

OR (Please tick and complete as appropriate)

I am acting on behalf of the Data Subject AND I:

Enclose evidence that I am legally able to act on their behalf/advocate

Enclose evidence that I have parental responsibility for my child

(if you are acting on behalf of a child please indicate date of birth and age.....)

Am a Solicitor acting on behalf of my client and enclose their signed consent

IF you are requesting information on behalf of someone else, please give your own contact details:

Full Name:

Relationship to data subject:

Address:

Postcode:

Contact Telephone Number:

Email:

Part 2: Data Subject's Personal Details

Surname: Title:

Full Forenames:

Address:

Postcode:

Contact Telephone Number:

Email:

Please indicate your relationship with the Council (eg. resident, employee etc.):

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Part 3: Information Requested

Please describe the information you want to see and provide as much detail as possible to assist us in locating your data. If relevant, include any Directorates you have or have had dealings with, contract number or reference number (such as National Insurance no., Benefit Claim details) and the specific area(s) that you are interested in. It is also helpful to know the time period that your request covers :

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Part 4: Declaration

Please tick as appropriate:

I certify that I am the person named on this form

I certify that I am requesting information on behalf of

And wish to be provided with the described data relating to myself / the data subject under the General Data Protection Regulations. I will not publish any data which is supplied to me without prior permission from Rochford District Council or the copyright owner (if not owned by the Council), except where permitted in law.

Signature: Date:

Part 5: Information You Need to Provide

Please enclose the following with this form:

1. Proof of your identity. Please provide a **photocopy** of **one** of the following from **each** of the two lists:
 - Name Identification
 - o photo page of your passport
 - o photo driver's licence
 - o birth certificate
 - Proof of Address
 - o utility bill
 - o bank statement
 - o council tax bill

2. Please send the completed form and proof of identity (1 name & 1 address) to:

Rochford District Council Offices
Attention: Data Protection Officer
South Street
Rochford
Essex
SS4 1BW

Please Note:

1. Under Rights of the Data Subject, individuals have the right to obtain from us confirmation as to whether or not personal data concerning them is being processed, and, where that is the case, access to the personal data. This will be dealt with as a Subject Access Request.
2. Information is provided free of charge, however;
 - depending on what information you require, in accordance with the Council's Fees & Charges Policy, other legitimate fees may apply. This includes additional copies of the response provided to your request.
 - where requests are manifestly unfounded or excessive, in particular, because of their repetitive character, we are within rights to either: (a) charge a reasonable fee or (b) refuse to act on the request.
 - We will contact you to explain if (a) a further charge is applicable or (b) if it is not possible to comply with your request
3. You will receive a full reply from us without undue delay and in any event within one month of receipt of your request. This period may be extended by two further months where necessary, taking into account the complexity and number of the requests. We shall inform you of any such extension within one month of receipt of the request, together with the reasons for the delay.
4. Information will be provided to you in writing – usually via hard printed/photo copies in the post (at the address you have provided) or, where appropriate, via electronic means. In the event where there are a large number of papers to supply then we will contact you to make arrangements for collection from the Council offices (you may authorise someone with an identity to collect on your behalf, as agreed with the Data Protection Officer).