

Subject Access Policy: How to access your records and request form

**This policy was formally adopted by
St Cleer Parish Council
on
26.02.2025**

Review date: 26.02.2027

HOW TO ACCESS YOUR RECORDS

Under the Data Protection Act you have a statutory right to request confirmation that the council is processing your data and to request to see information held on you by that organisation.

You also have the right to be told:

- the purposes of and legal basis for the processing;
- the categories of personal data concerned;
- the recipients or categories of recipients to whom the personal data has been disclosed;
- the period for which the personal data is to be held;
- that you have rights to rectification and erasure of personal data where, for example, factual information has been recorded incorrectly;
- that you have the right to lodge a complaint with the Information Commissioner's Office and the contact details of the Commissioner;
- any information about the origin of the personal data concerned.

How do I get to see my records?

You make requests for records under the Data Protection Act. The Act requires you to put your request in writing, and show proof of identity. We can't ask you why you want the information, however it's helpful to include in your request what you are looking for so that we can process your request more quickly.

To help you to formulate your request, you can request a form from the Clerk

Proof of identity is an official document with a photograph, such as a driving licence or a passport.

You can then post/email/take your letter or the form requesting your information and the proof of identity to St Cleer Parish Council, Hockings House, St Cleer PL14 6EE You will receive an acknowledgement within 10 working days.

Is there a fee?

The information is provided free of charge, however the Parish Council charges a fee for further copies of the same information provided based on a standard charge per page. If you need extra copies please let us know and we will calculate the cost.

Can my request be refused?

We can refuse your request if it is manifestly unfounded or excessive. We will explain why we consider your request to be manifestly unfounded or excessive if we do refuse it.

St Cleer Parish Council's criteria for refusing a request include:

- If the requester has made numerous requests for their information and been provided with the same information over a short period of time (within one year);
- If the Parish Council has taken all reasonable steps to locate and provide subject to exemptions all of the information held about an individual so nothing further can be provided;

- If the Parish Council would need to process an unreasonable amount of personal data of other individuals to locate information about a particular individual, such as carrying out an email search of all email records.

How long does it take for me to receive a copy of my records?

Under the Data Protection Act your request must be completed within 30 days of the written request and proof of identity being received by the council.

How is the information provided?

Wherever possible, we will provide the information in electronic format. If you wish to have a paper copy instead, please let us know when you make your request.

Will I see everything in my records?

Usually, you will see all of the information about yourself contained in your file. There are exemptions in the Data Protection Act and other legislation that mean that some things have to be redacted (blanked out) or withheld. These things can include:

Information given in confidence

- Legal advice
- Information about other people ("third party data")

Can I change anything in my records?

If there are inaccuracies in your records, you can raise them and depending on what the information is, it will be changed or a note will be kept with the record to show your disagreement with what has been recorded.

Can I request information on behalf of other people?

If you are making the request on behalf of another individual to access their information, we will need written consent from the individual to whom the data relates as well as their proof of identity. If you have legal authorisation to act on behalf of an individual, such as if you act with power of attorney or as a litigation friend, you will need to provide a copy of that authorisation to evidence it.

Further information

For further information, speak to the Data Protection Officer, Paul Russell, who can be contacted by writing to him at 2 Church Road, Knighton, Powys, LD7 1EB, by telephoning on 07772 657446 or emailing paul@microshadevsm.co.uk

There is also further information about making requests for information about yourself from the Information Commissioner's Office. Write to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF, telephone: 01625 545 745, or use the Information Commissioner's Office web site at www.ico.org.uk

SUBJECT ACCESS REQUEST FORM

To request to see your records, please complete this form, read and sign the declaration and then send the completed form to clerk@stcleerparishcouncil.gov.uk or St Cleer Parish Council, Hockings House, St Cleer PL14 6EE

To ensure proper security, the Parish Council must be sure of your identity before complying with a subject access request. To confirm your identity, we need to see an official document with a photograph, such as a driving licence or a passport.

If you are making the request on behalf of another individual to access their information, we will need written consent from the individual to whom the data relates as well as your proof of identity.

If you have legal authorisation to act on behalf of an individual, such as if you act with power of attorney or as a litigation friend, you will need to provide a copy of that authorisation to evidence it.

We can refuse your request if it is manifestly unfounded or excessive, such as if it is repetitive. We will explain why we consider your request to be manifestly unfounded or excessive if we do refuse it.

| 1. Details of the person making the request | |
|---|--|
| Title: | |
| First name(s): | |
| Surname: | |
| Any other names that you have been known by | |
| Date of Birth: | |
| Address: | |
| Daytime Tel No: | |
| Email address: | |

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| 2. Are you requesting information about yourself? | |
|--|---|
| If Yes | Please go to section 4 |
| If No | If you are making the request on behalf of another person you must enclose with the request a signed authority from them to do so. If you are making the application because the data subject lacks capacity to make the application in their own right please outline your authority to make the application in their stead (for example, Power of Attorney). You should enclose a copy of any evidence that you may have of that authority. The Council will contact you if further evidence is required. (please complete section 3) |

| 3. Details of the Data Subject (if requesting information on behalf of someone else) | |
|---|--|
| Title: | |
| First name(s): | |
| Surname: | |
| Date of Birth: | |
| Address: | |
| Daytime Tel No: | |
| Email address: | |
| Relationship to Data Subject | |

4. Describe the information you are requesting.

If you are only seeking certain records, it would be helpful for us to know which types of record you are seeking, any time period to cover, and if you would like to see only specific document(s). Please describe these below with as much detail as you can.

Declaration:

I certify that the information given on this form is true and correct.

Signed:

Date:

Return Address

clerk@stcleerparishcouncil.gov.uk
St Cleer Parish Council, Hockings House, St Cleer PL14 6EE

If as a result of the response to your request you are dissatisfied with the way we are using your personal information you should raise the matter with the Data Protection Officer who can be contacted via the address above. We will do everything we can to put the matter right if the council has not processed your data correctly. You also have a right to make a complaint about our handling

of your personal data to the Information Commissioner's Office, whose web site is <https://ico.org.uk/>

We only use the information that you provide for us to process your request. We may need to share that you have made a request with other organisations if we hold information about you that they have supplied and we need to consult with those organisations regarding release of the information to you. Records of requests will be kept for 6 years after the closure of the request for operational, statistical and audit purposes.