

# Data Protection Act

## DATA SUBJECT RIGHTS REQUEST GUIDANCE



### INTRODUCTION

Individuals whose personal data we process are known as Data Subjects. Data Subjects have rights in

relation to that information. This document sets out those rights and includes an application form,

which is our preferred method for receiving Data Subject Rights Requests.

### YOUR RIGHTS

The Data Protection Act 2018 gives you a number of information rights. You are entitled to:

- Access to the personal information that the organisation holds about you
- Know the types of information that we hold about you
- Know what your information is being used for and why
- Know where the information came from and who we might share it with
- Know how long we will keep your personal information
- Have information about you erased if it meets certain conditions
- Have corrections made to inaccurate information and in certain circumstances restrict what we do with your information

In certain circumstances:

- The right to data portability where we provide you with your personal information in a commonly used, machine readable form.

### HOW WE WILL RESPOND TO YOUR REQUEST

#### Your right to access your information

If you would like access to your personal information, we will provide you with:

- A copy of the requested information within one month (30 days), free of charge.
- Your information in either paper or electronic form. Please let us know when you make your request your preferred format. Information provided in a paper format, may be subject to a charge for materials.

Following your request for access if you feel that any of the data is inaccurate and should be corrected or erased please submit a further Data Subject Rights Request.

When we complete your request we will keep a copy of your application, identity documents and the information provided to you for six years.

Please be aware:

- If your request is particularly complex we have the right to extend the period of compliance by a further two months (60 days). In this case we will contact you within the first month to let you know. We may also ask if you can provide more detail about the specific information you hope to obtain.
- We reserve the right to charge a fee where the request is manifestly unfounded, excessive or where we have already provided a copy. This fee will be based on the administrative cost of providing you with the information.

- In exceptional circumstances, where a request is deemed to be manifestly unfounded, excessive and in particular repetitive we may refuse to respond. If we decide to refuse your request we will, within one month of receiving your request, explain why and inform you of your right to complain to the Information Commissioner.

### **Your other information Rights**

Your request will be passed to the Data Protection Officer who will assess the information to see if we can comply with the request. This will include, but is not limited to, assessing who provided the information, why we are processing the information and what our lawful basis for processing the information is. When the assessment is complete we will write to you to let you know whether we have been able to comply with your request or not. Where we have not been able to comply we will explain our reasons for this.

When we complete your request we will keep a copy of your application, identity documents and the information provided to you for six years.

### **FURTHER INFORMATION**

If you would like further information about your information rights under the Data Protection Act 2018 please contact the organisation's Data Protection Officer.

#### **Independent advice**

You can also contact the Information Commissioner's Office to seek an independent opinion. You can call them on 03031231113, write to them at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or visit the Information Commissioner's website.

### **EXERCISING YOUR RIGHTS**

Please hand in completed form to your centre reception.

#### **Privacy Notice**

For information about how the organisation will use the information you supply in this form and the information rights you have please see our Privacy Notice