
Isle of Wight Council

Access to your Records

General Data Protection Regulation and Data Protection Act 2018

Subject Access Request Form

Under the General Data Protection Regulation, you are entitled to request access to personal information that we hold about you.



Contact information

If you would like more information, or this publication in a different format, such as large print or another language, please contact:

Corporate Information Unit
Isle of Wight Council
Legal Services
County Hall
Newport
Isle of Wight
PO30 1UD

Email: information@iow.gov.uk

Web: <https://www.iwight.com/council/OtherServices/Data-Protection/Introduction>

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Apply to make a formal 'Subject Access' Request (SAR)

To apply to see any information held by the council, fill in the form opposite and return it to the corporate information unit.

Proof of Identity

We need to have proof of your identity before we can let you see your personal information. The proof of identity that you provide will only be used to process your application and for no other purpose.

How quickly can you see records?

The council has a statutory timeframe of one month from receiving your fully completed form and your identification documentation. For complex or numerous requests we may need an extension of a further two months.

The one month processing period will not start until we receive your identification.

A charge for seeing records

This service is free of charge. However a reasonable fee may be charged when a request is manifestly unfounded or excessive to help cover our administrative costs, or the request may be refused.

Where you are applying to see someone else's information, we will need their consent, or evidence that you are entitled to act on their behalf.

Please help us by providing as much detail as possible including details of council departments, specific events and/or time periods where possible.

Please include the following documents with your form:

- Proof of identity e.g. passport, driving licence, birth certificate.
- Proof of name and address, e.g. bank statement, recent utilities bill.
- If you have changed your name, copies of the relevant documents.

In addition, if you are applying to see someone else's records you will also need to provide:

- Proof of the identity of the person whose records are being requested.
- Proof of your right to view someone else's records, e.g. power of attorney, letter of authority, parental responsibility.
- Proof of parental responsibility is evidenced by: Court order, parental responsibility agreement, or a birth certificate.

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Completing this form

Please fill in sections A, B, D, E and sign section F. If you are applying to see someone else's records, also fill in section C. The person whose records are being applied for should also sign section F, if aged 13 or over.

Section A; Details of the person whose records are held – the data subject

Please note: If personal information is held by a school, you will need to apply to the school directly.

Mr/Mrs/Miss/Other..... Full Name.....

Previous names/also known as:.....

Address:.....

.....Postcode:

Date of Birth..... Telephone number:.....

Address(es) at time of service received (If known).....

Section B: who is applying to see records? (tick the option which applies)

I am applying to see my own records (go to section D)

I am applying to see records for/on behalf of the person named in section A (go to section C)

Section C: Your details if applying on behalf of the person named in section A

Mr/Mrs/Miss/Other..... Full Name.....

Previous names/also known as:.....

Address:.....

.....Postcode:

Date of Birth..... Telephone number:.....

Relationship to person named in section A (e.g. parent, guardian, named on court of protection order, holder of power of attorney, solicitor, named executive):.....



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Please note: Personal information about a child will only be disclosed to parents, foster parents and agents if staff are satisfied that the child's informed consent has been freely given, or it is in his/her best interest. Information will only be disclosed to those parents/agents who have signed the form. Therefore, both parents should sign the form if this is a joint application.

For children aged 13 years old and older, we may independently seek their consent to release the documents to you, even if you have parental responsibility for them. If they are deemed competent to make this decision, we will honour it. Should they refuse to consent, we may not disclose the information to you.

Section D: Details of involvement of person named in section A

Please tell us what services you are/were receiving and which departments hold the information.....

Department examples: children's services, housing, council tax, adult services, Special educational needs (SEN).

Please tell us the names of any staff involved.....

Please let us know if you were known by any other name when you received these services.....

Date information required from:to.....

Please give us as much information as you can to help us identify the records you are particularly interested in, including details of any specific information you would like to know. **Please note:** we may not release information provided by third parties without their permission.

Please provide any additional information that will help with identifying the information.....

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Section E: Documents enclosed (tick all applicable boxes)

Please note: the period of one month in which we must respond to your request will not commence until we are satisfied that the proper documentation has been received. If insufficient identification is provided, your application may be delayed.

- Proof of name of person in section A
- Proof of current address of person named in section A
- Proof of name of person(s) named in section C
- Proof of current address of person(s) named in section C
- Proof of right to see someone else's records

Section F: Signatures

Person named in Section A (if aged 12 or above)

.....Date.....

Person(s) names in section C

.....
.....Date

Please return this form with all relevant documents listed in section E to:

Corporate Information Unit, Legal Services, County Hall, Newport, PO30 1UD.

Privacy Notice

The Isle of Wight Council is the data controller for the personal information you provide on this form. You can contact the council by phone on 01983 821000, via email to iwcouncil@iow.gov.uk or by writing to us at County Hall, High Street, Newport, IW PO30 1UD. The council's Data Protection Officer is the Head of Legal Service and Monitoring Officer and can be contacted at dpo@iow.gov.uk.



The Corporate Information Unit will only use your information for the purpose of dealing with your request. Your details will be kept on our database for 3 years after closure of your request, solely for the purpose of your subject access request.

Under Data Protection legislation you have several rights, please see below list. If you wish to have further details please contact the Corporate Information Unit, information@iow.gov.uk.

- *The right to be informed.*
- *The right of access.*
- *The right to rectification*
- *The right to erasure*
- *The right to restrict processing*
- *The right to data portability*
- *The right to object*
- *Rights related to automated decision making, including profiling*

If you are not happy with the way the council is handling your personal information you have the right to lodge a complaint with the Information Commissioner's Office. Email: casework@ico.org.uk; website: <https://ico.org.uk/>; Telephone: 03031231113.