



Northumberland County Council

Subject Access Information Pack

The General Data Protection Regulation 2018 (GDPR) gives you, the individual, the right to see what information an organisation holds about you. This information note will explain your general rights in respect of access to your data, and how to exercise your right to see what information Northumberland County Council holds about you.

What is a Subject Access Request?

Under Article 15 of the GDPR you are entitled to:

- confirmation that we are processing your data;
- a copy of your personal data.

If we are processing your data, in addition to providing a copy of that data we will provide you with the following:

- the purposes of our processing;
- the categories of personal data concerned;
- the recipients or categories of recipient we disclose the personal data to;
- our retention period for storing the personal data or, where this is not possible, our criteria for determining how long we will store it;
- the existence of your right to request rectification, erasure or restriction or to object to such processing;
- the right to lodge a complaint with the ICO or another supervisory authority;
- information about the source of the data, where it was not obtained directly from you;
- the existence of automated decision-making (including profiling); and
- the safeguards we provide if we transfer personal data to a third country or international organisation.

You are also entitled;

- to be given a copy of the information with any unintelligible terms explained;
- to be given any information available to the controller about the source of the data;

What Information am I entitled to see?

You are entitled to see information of which you are the Data Subject and which comprises your personal data.

For information to be your personal data you have to be identifiable from the data and you should also be the focus of it.



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You are not entitled to see information about third parties. In some circumstances third party details may be removed from your personal data.

Where we have a duty of confidentiality to those third parties we may contact them to obtain their consent for us to disclose their information to you.

If you are requesting information about your children aged between 13 and 17, we require their consent to share their personal data with you.

How much does a request cost?

In most cases we cannot charge a fee to comply with a subject access request, however, where the request is considered manifestly unfounded or excessive we may charge a “reasonable fee” for the administrative costs of complying with the request.

We can also charge a reasonable fee if you request further copies of your data following a request. We must base the fee on the administrative costs of providing further copies.

How long does a subject access request take?

The GDPR requires Data Controllers to comply with subject access requests, within a month from the day after receipt of the request.

We can extend the time to respond by a further two months if the request is complex or we have received a number of requests from you. If this is the case we must let you know within one month of receiving your request and explain why the extension is necessary.

What information do I need to provide?

If we have doubts about your identity we may ask you for more information reasonably needed to verify it and to locate the data. Where this is the case the period for responding to the request begins when we receive the additional information.

This means you should provide us with proof of your identity and information which will assist the data controller in locating your personal data. For instance any relevant reference numbers, account numbers, dates of correspondence and details of employees you have dealt with.

It is important to note that we do not have to respond to a request until we are provided with sufficient information necessary to confirm your identity and to locate the information you seek, so it is important to provide this information from the outset.



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Can a third party make a subject access request on my behalf?

Yes, but only with your written authorisation. There is no reason why an individual cannot make a request through a representative; however, it is the representative's responsibility to provide satisfactory evidence that he has the authority to make a request on behalf of the individual.

Information provided to the Council by other people

The Council may have been provided information by other people or organisations, such as NHS bodies or family members. Where this is the case consent will need to be sought from them. Where consent has not been granted, information held may not be provided.

How long will you keep my request information?

The Council needs to collect your personal information to enable us to provide you with access to your own information. We will keep your paper application form and copies of your identity documents until the request has been responded to. We will keep electronic documentation for three years in line with our retention schedules.

How do I make a request to Northumberland County Council?

1. If you are making a request to Northumberland County Council, whilst it is not compulsory to complete our form, our 'Subject Access Request Form' will make it easier for us to recognise a subject access request and for you to include all the details we might need to locate the information you want. You will find it enclosed in this pack.
2. You should provide two original official forms of identification, 1 photographic and one to show your current address (this should be dated within the last 2 months). In cases where sensitive personal data is involved, you may be required to provide further identification. Examples of identification are your passport or driving licence and a recent utility bill or council tax letter.
3. If a representative is making a request on your behalf then you will also need to complete appendix 1 or 2 of the Subject Access Request Form. We will not respond to third party requests unless this form is completed. In order to ensure confidentiality we reserve the right to make further enquiries to check the authorisation given.
4. All completed forms should be returned to the: Information Governance Team, Northumberland County Council, County Hall, Morpeth, Northumberland, NE61 2EF.
5. Alternatively, the completed form, documents and fee can be placed in a sealed envelope marked for the attention of the Information Governance Team. This can be handed in at our Customer Information Centres who will then forward the sealed envelope to the Information Governance Team for processing.



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Returning this form

The completed form, with appropriate proof of identity documents should be sent to:

**Information Governance Team
Northumberland County Council
County Hall
Morpeth
Northumberland
NE61 2EF**

Please be advised that Northumberland County Council will not be held responsible for any identity documents lost in the post.

If you would prefer this form in another language, an alternative format, or you need guidance or assistance in completing this form, please telephone **0345 600 6400**.



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Subject Access Request Form

Section 1 - Who is the person that you want information about?

Please use block letters.

Title: _____

First name(s): _____

Surname/family name: _____

Maiden/former names: _____

Gender: _____

Date of birth: _____

Address: _____

Postcode: _____

Previous address(s): _____
(if the person has lived at
the above address for **less
than 2 years** please tell us
their previous address) _____

Contact telephone number: _____

Contact email Address: _____

Section 2 - Are you the person named above?

Yes.

No, I am applying for access to the personal information held about the above person.



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Section 3 – Proof of Identity

If this application is for yourself:

Your application must be accompanied by **2** original official documents which between them must show your name, date of birth and current address. One document must have your photograph on. If this is not possible please provide a note of explanation and another form of identity.

Acceptable documents include: passport, valid driving licence, medical card, birth certificate/adoption certificate, recent utility bill confirming current address dated within the last 2 months. **Now proceed and complete sections 5 & 6.**

If you are making a request on behalf of another adult (aged 18 or over):

Please note you can only request information about another adult if you have their permission. If they are happy to do this they need to sign a declaration on appendix 1 of this form. In addition the application must be accompanied by **4** original official documents, 2 for you and 2 for the other adult, which between them show the name, date of birth and current address (one document must have their photograph on. If this is not possible please provide a note of explanation and another form of identity).

Acceptable documents include: passport, valid driving licence, medical card, birth certificate/adoption certificate, recent utility bill confirming current address dated within the last two months. **Now proceed and complete sections 4, 5 & Appendix 1.**

If you are making a request on behalf of a child (aged 13 to 17):

Please note you can only request information about a child if you have parental responsibility for that child. **Also children aged between 13 and 17 are required to give their permission***. If they are happy to do this they must sign the declaration in appendix 2 of this form. In addition the application must be accompanied by **3** original official documents, 1 of which must prove your relationship to the child. (We will accept a birth/ adoption certificate or documentary evidence of an approved child benefit award). The other 2 documents should confirm your name, date of birth and current address (one document must have your photograph on – if this is not possible please provide a note of explanation and another form of identity).

Acceptable documents include: passport, valid driving licence, medical card, birth certificate/adoption certificate, recent utility bill confirming current address dated within the last two months. **Now proceed and complete sections 4, 5 & Appendix 2.**



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*Requests for children's records aged between 13 and 17 should be accompanied by the young person's consent. If this is not possible please enclose a letter explaining the circumstances and the Council's Information Governance Officer will consider if we can accept your application.

If you are making a request on behalf of a child (aged under 13):

Please note you can only request information about a child if you have parental responsibility and the child is not capable of understanding the nature of this request. The application must be accompanied by **3** original official documents, 2 for you, which between them show your name, date of birth and current address (one document must have your photograph on (if this is not possible please provide a note of explanation and another form of identity) and the birth certificate of the child.

Acceptable documents include: passport, valid driving licence, medical card, birth certificate/adoption certificate, recent utility bill confirming current address dated within the last two months. **Now proceed and complete sections 4, 5 & Appendix 3.**

Section 4 – Complete this if you are applying on behalf of someone else

Please indicate why you are entitled to receive detail of their personal information.

- They are a competent adult (aged 18 and over) and they have completed the form in Appendix 1 stating that I can act on their behalf.
- They are a competent young person (aged 13 to 17) completed the form in appendix 2 stating that I can act on their behalf. (It is recommended that a young person should make decisions regarding Data Protection together with their parents/carers.) (Please provide the young person's birth certificate)
- I am a person acting on behalf of the subject under an order of the Court of Protection.
- I am a person acting on behalf of the subject within the terms of an Enduring Power of Attorney.
- I am a making the application on behalf of a child for whom I have parental responsibility and the child is not capable of understanding the nature of this request (please provide the child's birth certificate).

Please provide evidence to support your choice above.



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Section 5 – Which parts of the Council do you believe hold the information?

The Council does not have a single central filing system and each Team or Service may hold separate records. Therefore, our search for the information about the person named in Section 1 will be based on the information you provide below.

- (a) Please specify the period and the office that you would like us to search for your information.

Service you have had contact with

Period you had contact with the Service

Office(r) you dealt with

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- (b) **Information required.** This will assist us in searching for the personal information.

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Section 6 – Declaration

Declaration if you are applying for your own personal information

I request that you provide me with a copy of the personal data about me which you hold for the purposes I have indicated above. I confirm that I am the person listed in Section 1.

Signed: _____ Date: _____

If you intend to use a Solicitor/or other advocate on your behalf, please give us the following contact details:-

Solicitor/Advocate Name: _____

Telephone number: _____

Email Address: _____

Address: _____

Postcode: _____

Please advise how you would like us to respond to your request:

Secure post Collected by hand



Northumberland County Council

Appendix 1

Declaration if you are applying on behalf of an Adult (18 or over)

I confirm that I am acting on behalf of the person identified in Section 1 and have enclosed forms of identification for both them and myself, as listed in Section 3.

My details are as follows:-

Full Name _____

Address _____

Postcode _____

Telephone Number _____

Relationship to Adult _____

Signed: _____ Date: _____

Please advise how you would like us to respond to your request:

Secure post Collected by hand

You must also prove that you have consent to request information about this person on their behalf by them completing the following:-

To be completed by the Adult whose information is being requested.

Declaration

I understand that the person named above has asked on my behalf for details of information held on me by Northumberland County Council and hereby authorise its disclosure.

Signed: _____ Date: _____

If for any reason this is not possible please enclose a letter explaining the circumstances and the Council's Information Governance Office will consider if we can accept your application.



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Appendix 2

Declaration if you are applying on behalf of a Young Person (aged 13 to 17)

I confirm that I am acting on behalf of the young person identified in Section 1 and have enclosed forms of identification and proof of relationship as listed in Section 3.

My details are as follows:-

Full Name _____

Address _____

Postcode _____

Telephone Number _____

Relationship to Child _____

Signed: _____ Date: _____

Please advise how you would like us to respond to your request:

Secure post Collected by hand

Information requests for young people aged 13 to 17 also require the consent of the young person by them completing the following:

To be completed by the young person (aged 13 to 17) whose information is being requested

Declaration

I understand that my parent/carer has asked on my behalf for details of information held on me by Northumberland County Council:

Yes No

I give consent / I do not give consent for my parent/carer to have access to information held about me by Northumberland County Council



Northumberland County Council

Signed: _____ Date: _____

If for any reason this is not possible please enclose a letter explaining the circumstances and the Council's Information Governance Office will consider if we can accept your application.



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Appendix 3

Declaration if you are applying on behalf of a Child (aged under 13)

I confirm that I am acting on behalf of the child identified in Section 1 and have enclosed forms of identification and proof of relationship as listed in Section 3.

My details are as follows:-

Full Name _____

Address _____

Postcode _____

Telephone Number _____

Relationship to Child _____

Signed: _____ Date: _____

Please advise how you would like us to respond to your request:

Secure post Collected by hand