

Subject Access Requests

Under the General Data Protection Regulations 2018, individuals are entitled, subject to certain exceptions, to ask the town council if we're using or storing your personal information. You can also ask us for copies of your personal information.

This is called the right of access and is also known as making a subject access request, a SAR or a DSAR. Anyone can make a SAR. You don't need a solicitor or a lawyer.

There are restrictions on the information to which you are entitled under applicable law.

In applying these regulations Chippenham Town Council is obliged to adhere to the following schedules:

1. Subject Access Requests (SARs) whereby an individual may request personal information held by Chippenham Town Council about themselves or a nominated individual on their behalf must be responded to within 1 month.
2. Where the above is found to be complex or numerous an extension may be granted allowing an additional 2 months, however the subject must be informed within 1 month of their request.
3. No fee shall be charged for the above except where it is found to be excessive, repetitive or manifestly unfounded in accordance with the law.

What should I include in a SAR?

We request that you include the following information in your SAR:
a subject line or header that says "subject access request";

- the date you're making the request;
- your name (and any other names where relevant, e.g your name before you were married);
- your email address, home address and phone number;
- customer account numbers, employee number, product number or similar information that can help identify you or your data;
- what personal information you want (be specific about the information you're asking for, and where relevant say what information you don't need);
- details or dates that will help us find the information you want;
- the reason you want the information (you don't have to include this but it will help us find what you need); and
- how you would like to receive the information (e.g electronically or printed and sent by post) and if you have any accessibility requirements (e.g large fonts).



Can I ask for all the information that we hold about you?

Yes. You can ask for all the information we hold about you. However, this doesn't mean you will get all the information we have about you. Some specific examples of such data can be found on the Information Commissioner's Office website - [Why organisations might partially or fully refuse a subject access request | ICO](#). When asking for information, be as specific as possible. This may help you to get the fastest possible reply and more useful information back.

How do I send my subject access request?

The easiest ways to make a SAR is by Email - please send SARs to dpo@chippenham.gov.uk

You can also make requests by post, over the phone or face to face. If you do this, make sure to keep records of when you made your request and who you spoke to, where relevant.

Can I make a SAR for someone else?

Yes. You can make a SAR for someone else if you can prove you have the person's permission to get the information for them.

When you submit a request for someone else, we will ask for proof such as:

- written permission from the person; or
- a power of attorney document.

We don't have to give you the information you ask for if we are not happy that you have permission to receive it.

Procedure

The Council shall complete the following steps when processing a request for personal data (Subject Access Request or SAR) with advice from its Data Protection Officer.

1. Ascertain whether the requester has a right to access the information and in what capacity
2. Obtain proof of identity (once this step has been completed the clock can start)
3. Engage with the requester if the request is too broad or needs clarifying
4. Make a judgement on whether the request is complex and therefore can be extended an additional 2 months
5. Acknowledge the requester providing them with:
 - a) The response time - 1 month (as standard), an additional 2 months if complex



- b) Details of any costs - free for standard requests, or a charge if the request is manifestly unfounded or excessive, or further copies of the same information is required. The fee must be in line with the administrative cost
- 6. Use its Record of Processing Activities and/or data map to identify data where they are held
- 7. Collect the data (the organisation may use its IT support to pull together data sources)
- 8. If (6) identifies third parties who process any data, engage with them to release the data to Chippenham Town Council
- 9. Review the identified data for exemptions and redactions in line with the ICO's Code of Practice on Subject Access and in consultation with the organisation's Data Protection Officer
- 10. Create the final bundle and check to ensure all redactions have been applied
- 11. Submit the final bundle to the requester in a secure manner and in the format they have requested.