



Data Protection Act 1998 Subject Access Requests

Personal Information: Your Right To Know

In this leaflet we explain your rights, as a user of Council Services, to see your personal information and to be provided with information about the uses to which it is put

Why is personal information held by the Council?

Cheltenham Borough Council keeps personal information about you so that it can provide you with the services you require, including collection of Council Tax or rent, assessing benefits to which you are entitled and letting you know about Council services.

How is information kept and who is responsible for it?

The information is held confidentially either on computer or in secure manual filing systems.

Maintaining your personal information and keeping it up-to-date and secure is the responsibility of the Council department(s) providing services to you.

Who is this information shared with?

Information you provide to the Council may be shared amongst Council departments in order to provide services to you.

Your personal information may also be disclosed to Government departments, where we are required to do so by law, or to other local authorities where the Council works jointly with other local authorities to provide services to you or when you have moved from one area to another and the new authority requires confirmation of the services you are receiving.

Information may also be provided to Government departments or other organisations for statistical research, but this will not include your name and address, unless you have given us permission to provide that information.

We are also allowed to share and disclose your personal information for the prevention and detection of crime.

Do I have the right to see all my personal information?

You have the right to ask us if we hold personal information about you, what it is used for and to be provided with a copy. You also have the right to know whether we disclose your personal information to other persons or organisations and to ask for incorrect data to be corrected.

You are entitled to see your personal information (with some specific exceptions). For example, you will not be allowed to see personal information that contains details about someone else - even a member of your own family - until that person has given permission.

There may be occasions when access to personal information will not be possible because, for very good and valid reasons, the Council considers it will not be in your best interests to see it. If that is the case, we will ensure that you are given a full explanation at the time so that you understand why this decision has been made.

In certain cases, the most practicable means for you to access information will be for you to come in to view it; if this is the case then we will let you know.

How can I apply for access to my personal information?

You will need to fill in the attached application form to provide us with enough information to confirm your identity and any other details which you think may help us to find your information. You may wish for assistance and support from outside the Council; the Citizen's Advice Bureau may be able to help you.

You may authorise someone else (your agent) to make the application on your behalf. They will fill in and sign the application form but you must confirm that you agree that they can act on your behalf by completing Section 4 of the form.

The application form should be posted or delivered to the Council at the address below. Please note that faxed or e-mail applications are not currently accepted. **Please remember to include the fee of £10.00.**

The information given will be a printout of the information from the computer system or a photocopy of manual records.

The Council is obliged to respond within 40 days of receiving your correctly completed application and in any event, will respond as soon as possible.

What should I do when I receive the information?

You should check it to ensure that you have received all the information which you are entitled to and to make sure it is correct.

If you think that we hold information which is wrong you may ask for it to be changed and we will consider your request. You should tell the Department concerned in writing. If we do not consider that your request is justified our response will list our reasons.

Address to which applications for access should be sent:

Please send the completed application form (and the £10.00 fee) to:

The Customer Relations Manager, Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham Glos. GL50 9SA Fax No. 01242 264350

Queries: If you have any query about completing the application form, please contact the Customer Relations Manager on 01242 264350.

Further information on data protection legislation can be obtained from:

The Office of the Information Commissioner, Wycliffe House, Water Lane, Wilmslow, Cheshire. SK9 5AF. Tel. 01625 545 745. Web Site: www.ico.gov.uk



CHEL TENHAM

BOROUGH COUNCIL

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Application for Access to Personal Information

- All applicants must complete Sections 1, 2 and 3.
- If you are applying on behalf of someone else, then they must complete Section 4 and you will also need to complete Section 5.
- If you are under 18 years, then your parent, guardian or social services care manager should complete Section 6.
- If you are a parent applying for access on behalf of your child, please complete Section 7.

1. **Name of Applicant**

Address of Applicant

.....

.....

Date of Birth **Telephone No**

2. **To help us locate any personal information about you which we hold, please tick the relevant service area box and complete the following:**

All	<input type="checkbox"/>
Council Tax	<input type="checkbox"/>
Housing Benefit/Council Tax Benefit	<input type="checkbox"/>
Business Rates	<input type="checkbox"/>
Private Sector Housing	<input type="checkbox"/>
Planning	<input type="checkbox"/>
Building Control	<input type="checkbox"/>
Licensing	<input type="checkbox"/>
Environmental Health	<input type="checkbox"/>
Sports & Recreation	<input type="checkbox"/>
Art Gallery, Museum & Tourism	<input type="checkbox"/>
Refuse Collection	<input type="checkbox"/>
Cemetery & Crematorium	<input type="checkbox"/>
Council Housing	<input type="checkbox"/>
Elections/Electoral Registration	<input type="checkbox"/>

What services did you use?

When did you use the services?

I require the following information:

.....
.....
.....

Please tell us any other information which you think might help us to locate your personal information

.....
.....
.....
.....
.....

3. All applicants must sign and date the following:

I wish to have access to personal information about me held by the Council in accordance with the Data Protection Act 1998.

I understand that it may be necessary for the Council to obtain further information to confirm my identity and to locate the information sought.

I enclose the application fee of £10.00 (cheque to be made payable to Cheltenham Borough Council)

I would like the reply to this request to be-

- *tick as appropriate*

Sent to my home address (as above)

☐

Collected from your offices (you must bring evidence to confirm your identity)

☐

Signed Date

Please deliver this application (and fee) by post or by hand to:-

Customer Relations Manager, Cheltenham Borough Council, Municipal Offices, Promenade, Cheltenham, Glos. GL50 9SA

4. Please complete this Section if you are authorised to act on behalf of the applicant

I have been authorised to act on behalf of the Applicant (Name of Applicant).

I declare that I will not disclose any information that I am supplied with other than to the person on whose behalf I am acting, unless they give me their express permission.

Signed (Agent) Date

5. If an agent is acting on your behalf, then please complete the following:

I, (Name of Applicant)

authorise(Name of Agent)

to ask for personal information about me held by Cheltenham Borough Council. I declare that this authorisation was freely given.

Signed Date
(Applicant)

6. **If you are under 18 years, a parent, guardian or Social Services Care Manager should certify that you fully understand the nature of this application and your application will then be considered.**

I
(Name of Parent, Guardian, Social Worker, etc)

Address
.....

Certify that the Applicant (Name of Applicant)

who is under 18 years, understands the nature of this application to access to his/her personal information

Signed Date
(Parent, Guardian, Social Worker, etc.)

7. **If you are a parent applying for access on behalf of your child please complete the following and tick the relevant box**

Please note that a parent can only be granted access to their child's records if this is considered in the child's interests

Name of Child Date of Birth

Address of Child
.....
.....

I (name of parent) am making a request for
.....

Access to records on behalf of the child named above, and

The child is incapable of understanding the request and I am making the request on his/her behalf ☐

The child has consented to my making this request on his/her behalf, and this consent was freely given ☐

Signed (Child) where consent is given Date:

Signed (Parent) Date: