

Assisting 'Data Subjects'

Once the completed 'Subject Access Request Form', administrative fee and proof of identity have been returned to the Corporate Information Manager, the relevant department(s) will be asked to make the appropriate records available. It may be necessary at this stage for the department(s) concerned to make direct contact with the data subject to establish exactly which records they wish to access. If you require further guidance concerning the Data Protection Act 1998, please contact your line manager. The full Data Protection Policy is available for reference on the Plymouth City Council's web site.

This leaflet can also be made available in Braille, other translations and large print. To request a copy please telephone (01752) 668000

Assisting 'Data Subjects' to access information held about them



Leaflet Name	Seeing Records-Staff
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What is a 'Data Subject'?

All Plymouth City Council departments keep records that contain information about individual customers/service users. Under the Data Protection Act 1998, the individuals whose information we hold in our records are known as 'data subjects'.

Confidentiality and Security of Data

All our records (whether computerised or manual), that contain personal information about data subjects, must be kept secure and confidential. Personal information must not be shown to any member of the public other than the data subject themselves. Conversations concerning personal information should not be conducted in the hearing of the public, or indeed anyone else who does not have a proper 'need to know'. The only exception to this confidentiality requirement is personal information that is already in the public domain, eg. the planning application register.

Sharing personal information with other organisations must only happen in line with a protocol or with the permission of a manager.

What rights do Data Subjects have to access personal information?

The Data Protection Act 1998 gives data subjects a number of rights. They have the right to know whether we hold records about them, the sources of our data, whom we might share it with and for what purpose(s) we hold the data. Data subjects can also request a copy of the data held about them. They will usually only be entitled to see data recorded about themselves, not anything recorded about anyone else - even if they are family members (one exception is that parents have the right to access the official educational records of their children, by making a written application to the headteacher). However applications for personal information can be made on behalf of others with their consent.

How do Data Subjects access their records?

If the data subject wishes to request access to their records, they should be given a copy of the leaflet entitled "Seeing records held about you" (available on the Council web site). This leaflet explains to data subjects that their request should be made to Subject Access Requests - Corporate Information Manager, Floor 3, Civic Centre or email: information.governance@plymouth.gov.uk

What happens next?

On receipt of a request, a standard form will be sent. The 'Subject Access Request Form' can also be downloaded from the Council website. The data subject can state the particular records they wish to see. The data subject should then return the completed form to the Corporate Information Manager together with a non-refundable £10 administrative fee and proof of their identity.