

How do I access my records?

If you wish to make a request to see your records, please write to:

Subject Access Requests
Corporate Information Manager
Plymouth City Council
Floor 3
Civic Centre
Plymouth PL1 2AA
Email: information.governance@plymouth.gov.uk

We will then send you a standard 'Subject Access Request' form for you to complete and return to us, together with a non-refundable £10 administrative fee and proof of your identity. Once the form, fee and proof of identity have been received, the relevant department(s) will be asked to arrange for the record to be copied. It may be necessary to make contact with you to establish exactly which records you wish to access.

Leaflet Name	Access Requests-Public
Reference	DP Leaflet 1
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This leaflet can also be made available in Braille, other translations and large print. To request a copy please telephone (01752) 668000



Seeing records held about you



Information for the Public

Why do you hold information about me?

Plymouth City Council provides a wide range of services to its customers. Like most organisations, we need to keep records so that we can provide these services efficiently and effectively.

What information do you hold?

The information that we hold about you will depend on the service(s) that we have provided. The records that we hold could include:

- Basic details about you, such as your name and address;
- Correspondence;
- Notes and reports about the service(s) that you have received;
- Relevant information from others that assists us to provide our services;
- Other relevant information to enable us to provide an appropriate service within the Council's policies and eligibility criteria.

Our aim is that any records we hold about you should be accurate, secure and appropriate for their purpose. Everyone working for Plymouth City Council has a legal duty to keep the personal information about you confidential.

Will my information be shared with anyone?

In order to provide you with suitable and effective services, we may need to share your information between different departments of the Council and with other relevant organisations. When you provided us with information about yourself, you were informed of those with whom we may share your information, and why. Where we require your permission to do this we will ask for it.

There are some legal obligations placed upon us to cooperate with other organisations in sharing certain information (e.g. notifiable diseases, the prevention and detection of crime and the collection of taxes).

Anyone who receives personal information from us is also required to keep that information secure and confidential.

Can I see what is held about me?

The Data Protection Act 1998 gives you the right to know whether or not Plymouth City Council hold information about you. If you request to see, or have a copy of your records, there is a £10 administrative fee for this service. You are normally only entitled to see your own personal information, not anything written about anyone else even if they are members of your family. There are certain limited exceptions to this, such as a parent's right to have access to their child's official educational record (which should be via a written application to the headteacher).

Applications for information can be made on behalf of others with their consent.