

DATA PROTECTION ACT

DATA SUBJECT RIGHTS REQUEST



Your rights

The Data Protection Act 2018 gives you a number of information rights. You are entitled to:

- Access to the personal information that the Council holds about you
- Know the types of information we hold about you
- Know what your information is being used for and why
- Know where the information came from and who we might share it with
- Know how long we will keep your personal information
- Have information about you erased if it meets certain conditions
- Have corrections made to inaccurate information In certain circumstances restrict what we do with your information

In certain circumstances:

- The right to data portability where we provide you with your personal information in a commonly used, machine readable form.

How we will respond to your request

Your right to access your information

If you would like access to your personal information we will provide you with:

- A copy of the requested information within one month (30 days), free of charge.
- Your information in either paper or electronic form. Please let us know when you make your request your preferred format.

Following your request for access if you feel that any of the data is inaccurate and should be corrected or erased please submit a further Data Subject Rights Request.

When complete we will keep a copy your application, identity documents and the information provided to you for six years.

Please be aware:

- If your request is particularly complex we have the right to extend the period of compliance by a further two months (60 days). In this case we will contact you within the first month to let you know. We may also ask if you can provide more detail about the specific information you hope to obtain.
- We reserve the right to charge a fee where the request is manifestly unfounded, excessive or where we have already provided a copy. This fee will be based on the administrative cost of providing you with the information.
- In exceptional circumstances, where a request is deemed to be manifestly unfounded, excessive and in particular repetitive we may refuse to respond. If we decide to refuse your request we will, within one month of receiving your request, explain why and inform you of your right to complain to the Information Commissioner and to a judicial remedy.

Your other Information Rights

- Your request will be passed to the Plymouth City Council Data Protection Officer who will respond, in writing, within 1 month (30 days).

Further information

If you would like further information about your information rights under the Data Protection Act 2018 please contact the Council's Data Protection Officer at

DataProtectionOfficer@plymouth.gov.uk

Independent advice

You can also contact the Information Commissioner's Office to seek an independent opinion. You can call them on 03031231113, write to them at the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK 9 5AF or visit the [Information Commissioner](https://www.ico.org.uk) website.

Section 1

I.a. Please provide your name, date of birth, and address in the space provided.

Surname

Forenames

Title Mr Mrs Miss Ms Other (please state)

Date of birth (DOB)

Address

Postcode

Email

Telephone number

I.b You **only** need to complete this section if you are making a Subject Access Request on behalf of another living person. Please provide their details below:

Surname

Forenames

Title Mr Mrs Miss Ms Other (please state)

Date of birth (DOB)

Address

Postcode

Telephone number

If you are making this request on behalf of another person you must provide their written consent or other evidence that you have the legal right to act on their behalf.

Please tick **one** of the following:

- I am enclosing written consent on behalf of the individual named in section 1b
- I am a parent or guardian acting on behalf of a child who does not have the capacity to understand the nature and reason of the request.

Please give brief details on why the request is in the best interests of the child.

Now go to Section 2

Section 2

With your application you will need to provide two original forms of identification from the list below. If you send these to us by post they will be returned to you either in person or via Royal Mail recorded delivery.

- Birth certificate
- Divorce, annulment or separation document
- Marriage certificate
- Utility bill
- Passport
- Bank statement
- Medical card
- Letter from doctor, solicitor or probation officer
- UK residents permit
- Benefits or Tax Credit letter
- Pay slips

If you have difficulty supplying these documents please call 01752 306120 or email:

DataProtectionOfficer@plymouth.gov.uk

Now go to Section 3

Section 3

Please indicate which of your right(s) you wish to exercise – please tick all boxes that apply:

- a. Access to your personal information
- b. Corrections to inaccurate personal data held by Plymouth City Council
- c. Deletion of personal information (this can only be done if it meets certain conditions)
- d. Restriction of the processing of personal information

If you have ticked **a.** please go to **Section 4**

If you have ticked **b-d** please provide further information below. It is important that we have enough detail so that we can identify the relevant information and decide how we will respond to your request.

Now go to Section 5

Section 4

To enable us to target and process your request as efficiently as possible please indicate, by ticking the relevant box(s), which areas of the Council’s work you are interested in obtain personal information from.

Registration no: G0408017

Electoral Registration

Registration no: X4242663 Plymouth City Council

- | | |
|--|--|
| <input type="checkbox"/> Customer Services | <input type="checkbox"/> Collection of business rates or council tax |
| <input type="checkbox"/> Education and School Services | <input type="checkbox"/> Community Services for Adults |
| <input type="checkbox"/> Environmental Regulation Services | <input type="checkbox"/> Children’s Care and Youth Services |
| <input type="checkbox"/> Housing Services | <input type="checkbox"/> Libraries or Museums |
| <input type="checkbox"/> Planning and Development Control | <input type="checkbox"/> Legal Services |
| <input type="checkbox"/> Personnel/Employee Administration | |

Please provide any additional details which may help to identify the personal information you would like access to:

Please tick below whether you would like to receive the requested information in electronic or paper format.

- Paper format
- Electronic format

Now go to Section 5

Section 5

Declaration

I understand that it may be necessary for the Council to obtain more detailed information in order to be satisfied as to my identity, and that the period in which the Authority must, under law, respond will not commence until they are satisfied.

I confirm that the reply to my application may be sent by to the name and postal address and/or email address given in Section 1 above.

Signed _____ Date _____

Please return this form to:

Information Access - Customer Relations Team
Finance Department
Plymouth City Council
Ballard House
West Hoe Road
Plymouth PL1 3BJ
Tel: 01752 306120
email DataProtectionOfficer@plymouth.gov.uk

Privacy Notice

Data Protection – Data Subject Rights

For information about how Plymouth City Council will use the information you supply in this form and the information rights you have please see our Privacy Notice: Data Protection Act – Data Subject Rights.