



**Swindon Borough Council  
Data Protection  
Application for Subject Access**

**How to complete this application**

Please read the booklet 'Access to Your Personal Information', which will help you to understand what the Council will do in response to your request and explain what information you are able to see.

In order to ensure that you see all of the personal information about yourself that you wish to, please complete Section 5 as fully as you can. This will help us to locate your information quickly and will avoid undertaking searches of our record systems that could not possibly hold any information about you.

If you need any assistance in completing this application form a Council officer who you have regular contact with will be able to help you. If not you can contact the Data Protection Officer on (01793) **463404**

1) If you are appointing an Agent to act on your behalf  
I would like my agent: .....  
Name: .....  
to deal with this application on my behalf and attach a signed authorisation form.

2) Personal details

Title:  
.....

Surname:  
.....

First name(s):  
.....

**Proof of ID** Please enclose a copy of Driving License/Birth Certificate or Latest Utility Bill

Please tick box  if you require Proof of ID to be returned

Date of birth\*:

*\* You do not have to provide your date of birth, but it may help us to confirm your identity.*

3) Address

.....

Postcode:

.....

Daytime Telephone No.....

4) Previous address (if you have moved within the last 12 months)

.....

.....

.....

5) Personal information that you wish to access

In what capacity are you known to the Council (e.g. Housing Benefit claimant, Social Services client, Council housing tenant, employee of the Council etc.)?

Can you tell us in which area (or areas) of the Council's service provision the personal information that you wish to see is held, (e.g. Housing Benefits, Council Tax, Social Services, Education, Trading Standards, etc.)?

Can you tell us the approximate date (mmm/yyyy) from which you wish to see the personal information that we hold about you? e.g from Jan 2001 – we will provide copies of your personal information from January 2001 until the current date.

If you have had regular contact with a specific Council officer could you please tell us who this is? It may help us to locate your information more quickly.

6) Access to manual records (paper records or files)

I would also like to see any personal information held in manual records for the purpose, or purposes, that I have listed in Section 5 of this form.

Yes:

No:

7) Fee

I have enclosed the £10 fee\*  Tick Box

*\* Cheques should be made payable to 'Swindon Borough Council'.*

8) Delivery / Collection

I would like the response to my request to be:

sent to my home address

sent to my authorised Agent (if appointed)

OR - I would like to collect the response from:

Civic Offices, Swindon Borough Council

other Swindon Borough Council location\*

*\* Please specify which location*

**9) Declaration**

I confirm that the information given by me on this subject access request form to Swindon Borough Council is true, and I understand that Swindon Borough Council may need more information to confirm my identity/ that of the data subject and to locate the information that I am requesting.

Signature of Applicant (or Agent):

.....

Date:

.....

Please return this form to:

**Anna Marzec**  
**Data Protection Officer**  
**Swindon Borough Council**  
**Civic Offices**  
**Euclid Street**  
**Swindon SN1 2JH**

You should receive an acknowledgement of this request within **10** days of receipt. If you have not please contact the Data Protection Officer on (01793) **463404**

**For Office use only**

SA Enquiry No.

File Receipt No.

Amount:

ID Verified  document provided : Driving License/Birth Certificate or Latest Utility Bill (Delete not applicable)

Date acknowledgement sent:

Date responded:

# SWINDON BOROUGH COUNCIL

ACCESS TO

YOUR

PERSONAL INFORMATION

An information leaflet to explain how you get to  
see your personal information

Swindon Borough Council wishes to be quite open about the type and extent of personal information it holds and is committed to working in accordance with data protection legislation\*.

This leaflet tells you about your right to see your personal information and the things that you will need to do if you decide that you want to see your personal information. It also tells you about how we will respond to your request and circumstances, which *may* affect what you can see.

\* ***This refers to the Data Protection Act 1998. This leaflet is not a full statement of the law and does not detail all of your rights. It is concerned with your right to access your personal information.***

## YOUR RIGHT TO SEE YOUR PERSONAL INFORMATION

You have a right to see your personal information under data protection legislation\*. This means that when you make a request to us we will:

- ◆ Tell you whether or not we hold any personal information about you and, if we do, provide you with:
  - a description of the personal information
  - the purposes for which the information is being processed
  - those to whom it is or *may* be disclosed
- ◆ Whenever practicable and possible provide you with a permanent copy of your personal information
- ◆ Provide an explanation of what the information means if this is necessary, e.g. if computer codes or symbols have been used that you would not understand
- ◆ Provide information about the source or sources of the data *to the extent that we are able to within the legislation*

## WHAT CAN I SEE?

You are able to see personal information that we keep about you on our computer systems. The new data protection legislation\* will also give you the right to see personal information that is readily available in manual files. When you submit a formal request to the Data Protection Officer to see your personal information you will be able to indicate whether or not you wish to see your manual records as well as any information that is kept on computers.

Sometimes your personal information may contain references about other individuals, either because they are involved with you, e.g. family members, carer, partner, etc., or because they have provided professional advice, e.g. your family doctor. You have the right to see personal information about yourself, but you are not entitled to know what is recorded about anyone else – even other family members - *without their consent*. We may also owe a duty of confidentiality to individuals who have provided information, e.g. your family doctor, and under these circumstances would require their consent to reveal information. If individuals withhold consent it may mean that you will be unable to see *some* of your personal information.

There are also a few, very special and exceptional circumstances in which your personal information can be withheld from you, e.g. *the administration of justice for the prevention or detection of crime*.

It is the aim of the Council to ensure that you may see all of the information that you are entitled to. The consent of other individuals will be sought where this is necessary and practical and decisions to withhold information will only be made by senior managers after careful consideration of each individual case.

## HOW DO I MAKE A REQUEST TO SEE MY PERSONAL INFORMATION?

The Borough Council's Data Protection Officer is responsible for dealing with all formal requests for access to personal information, but you can express an interest to see your personal information to any Council officer. The Council officer will give you the information and forms that you require to make an application and provide you with any further assistance that you may need. You can, of course, make a request to see your personal information direct to the Borough Council's Data Protection Officer whose address appears later in this leaflet. You can make the request in person or by telephone, fax, 'e' mail, letter., but please remember to make it clear to whoever you are writing or speaking to that you *are making a request to see your personal information*. This will help us to ensure that we act on your request and follow the appropriate procedures.

If you are unable, or do not wish, to make a request yourself you can ask someone else to do this on your behalf, e.g. your parent or solicitor.

## WHAT HAPPENS NEXT?

When we have received your request we will send or give you, or the person acting on your behalf (your agent):

- ◆ A copy of this leaflet
- ◆ A letter acknowledging your initial enquiry
- ◆ A list of the data entries that we have notified to the Information Commissioner's Office
- ◆ A form (or forms if you have an agent) for you to complete and return, which will help us to identify and locate the personal data that you wish to see

When you have completed the form, or forms, they should be returned to:

Data Protection Officer  
Swindon Borough Council  
Civic Offices  
Euclid Street  
Swindon  
SN1 2JH.

The Data Protection Officer will acknowledge your request as soon as possible and at the latest within seven days of receipt. Contact will be made with nominated staff in the Council to ask them to locate your personal information, which will be collated by the Data Protection Officer and made available to you.

## **HOW LONG DOES IT TAKE TO SEE MY PERSONAL INFORMATION?**

From the receipt of your formal request by the Data Controller we have a maximum of forty days to provide you with the information that you have asked for. The extent and nature of the personal information that we keep will to some extent determine how long it will take, particularly if we have to try to obtain consent from a number of different individuals. We will, however, make every attempt to provide information as quickly as possible.

## **DOES IT COST ME ANYTHING?**

Yes, the Council will make a charge of £10 for each application. You will need to send this to the Data Protection Officer when you return your completed form, or forms, otherwise he will be unable to process your application.

## **WHAT DO I DO IF I THINK THE INFORMATION IS INACCURATE?**

If you feel that any of the *factual* information about you is inaccurate or misleading and you would like it corrected or erased please tell us. It would help us if you could write to the Council's Data Protection Officer explaining which information you consider to be inaccurate and provide a statement of the correct information. If you are in contact regularly with a Council officer you can ask for their help to do this.

Where we make corrections to, or erase parts of, your personal information the Data Protection Officer will write to you to confirm that the appropriate changes have been made.

There may be occasions when we feel that the information we have is correct and we are unable to agree to the changes that you request. Should this occur we will tell you and keep a record of your request.

## **YOUR RIGHT OF APPEAL**

If you are unhappy about any aspect of the way in which the Council has dealt with your request for access to your personal information you can request an assessment by the Information Commissioner. The address of the Commissioner's Office is

The Office of the Information Commissioner  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire SK9 5AF

## **INFORMATION ABOUT SWINDON BOROUGH COUNCIL**

If you would like to know more about Swindon Borough Council and the services we provide and you have a computer with Internet access you can visit us on our website at:

<http://www.swindon.gov.uk>