

# Osbaston Parish Council

## Subject Access Requests Policy

A Subject Access Request (SAR) is a request made by an individual to find out what personal information is held by the Parish Council. Requests must be made in writing and give details what personal data is required. Requests must be for sufficiently well-defined personal data held by the council relating to the data subject and further clarification may be sought. All Subject Access Request will be dealt by the Parish Clerk who is the Data Protection Officer for the Parish Council. SAR's should be sent to [osbastonpc@gmail.com](mailto:osbastonpc@gmail.com).

The Clerk must correctly identify whether a request has been made under Data Protection legislation and if so, will confirm the identity and address of the person making the request.

The council accepts the following forms of identification (Documents marked \* must be dated in the past 12 months, documents marked + must be dated in the past 3 months):

- Current UK/EEA Passport
- UK Photocard Driving Licence (Full or Provisional)
- Firearms Licence / Shotgun Certificate
- EEA National Identity Card
- Full UK Paper Driving Licence
- State Benefits Entitlement Document\*
- State Pension Entitlement Document\*
- HMRC Tax Credit Document\*
- Local Authority Benefit Document\*
- State/Local Authority Educational Grant Document\*
- HMRC Tax Notification Document
- Disabled Driver's Pass
- Financial Statement issued by bank, building society or credit card company+
- Judiciary Document such as a Notice of Hearing, Summons or Court Order
- Utility bill for supply of gas, electric, water or telephone landline+
- Most recent Mortgage Statement
- Most recent council Tax Bill/Demand or Statement
- Tenancy Agreement
- Building Society Passbook which shows a transaction in the last 3 months and your address

3. Once the identity and address of the person making the request have been confirmed, the Parish Council must make a full exhaustive search of the records to which they have access. All the personal data that has been requested must be provided unless an exemption can be applied. This will include paper copies or information which is stored electronically.

The Clerk will respond within one calendar month after accepting the request as valid. A SAR will be undertaken free of charge unless legislation permits reasonable fees to be charged. Councillors must ensure that the staff they manage are aware of and follow this guidance.

## Complaints

If the person making a SAR is not satisfied with the Council's response, it will be managed as a complaint and the complainant notified that they can complain to the Information Commissioner's Office by emailing [casework@ico.org.uk](mailto:casework@ico.org.uk) or telephoning 0303 123 1113.

5. Make this clear on forms and on the council website

6. You should do this through the use of induction, my performance and training, as well as through establishing and maintaining appropriate day to day working practices.

7. A database is maintained allowing the council to report on the volume of requests and compliance against the statutory timescale.

8. When responding to a complaint, we must advise the requestor that they may complain to the Information Commissioners Office ("ICO") if they remain unhappy with the outcome.

**Adopted February 2021**

**Minute Reference 56/21**