

Broadwell Parish Council - Subject Access Requests Policy

(It is recommended that this policy is read in conjunction with Broadwell Parish Council's privacy and data protection policies)

What must I do?

1. **MUST:** On receipt of a subject access request, you must **forward** it immediately to the data Controller - Broadwell Parish Council.
2. **MUST:** We must correctly **identify** whether a request has been made under the Data Protection legislation
3. **MUST:** A member of staff, and as appropriate, councillor, who receives a request to locate and supply personal data relating to a SAR must make a full exhaustive **search** of the records to which they have access.
4. **MUST:** All the personal data that has been requested must be **provided** unless an exemption can be applied.
5. **MUST:** We must **respond** within one calendar month after accepting the request as valid.
6. **MUST:** Subject Access Requests must be undertaken **free of charge** to the requestor unless the legislation permits reasonable fees to be charged.
7. **MUST:** Councillors and managers must ensure that the staff they manage are **aware** of and follow this guidance.
8. **MUST:** Where a requestor is not satisfied with a response to a SAR, the council must manage this as a **complaint**.

How must I do it?

1. Notify the Data Controller – Broadwell Parish Council upon receipt of a request.
2. We must ensure a request has been received in writing where a data subject is asking for sufficiently well-defined personal data held by the council relating to the data subject. You should clarify with the requestor what personal data they need. They must supply their address and valid evidence to prove their identity. The council accepts the following forms of identification (* These documents must be dated in the past 12 months, +These documents 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. Depending on the degree to which personal data is organised and structured, you will need to search emails (including archived emails and those that have been deleted but are still recoverable), Word documents, spreadsheets, databases, systems, removable media (for example, memory sticks, floppy disks, CDs), tape recordings, paper records in relevant filing systems etc. which your area is responsible for or owns.
 4. You must not withhold personal data because you believe it will be misunderstood; instead, you should provide an explanation with the personal data. You must provide the personal data in an “intelligible form”, which includes giving an explanation of any codes, acronyms and complex terms. The personal data must be supplied in a permanent form except where the person agrees or where it is impossible or would involve undue effort. You may be able to agree with the requester that they will view the personal data on screen or inspect files on our premises. You must redact any exempt personal data from the released documents and explain why that personal data is being withheld.
 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.
 9. Responses to a Subject Access Request should follow the following templates.

Template 1: Replying to a subject access request providing the requested personal data.

(Name) (Address)

(Date)

Dear (Name of data subject)

Data Protection subject access request

Thank you for your letter/email of (date) making a data subject access request for (subject). We are pleased to enclose the personal data you requested.

Copyright in the personal data you have been given belongs to Broadwell Parish Council. Copyright material must not be copied, distributed, modified, reproduced, transmitted, published or otherwise made available in whole or in part without the prior written consent of the copyright holder.

Yours sincerely

Template 2: Release of part of the personal data, when the remainder is covered by an exemption.

(Name) (Address)

(Date)

Dear (Name of data subject)

Data Protection subject access request

Thank you for your letter/email of (date) making a subject access request for (subject). To answer your request we asked the following areas to search their records for personal data relating to you:

- (list the areas)

I am pleased to enclose (some/most) of the personal data you requested. (If any personal data has been removed) We have removed any obvious duplicate personal data that we noticed as we processed your request, as well as any personal data that is not about you. You will notice that (if there are any gaps in the document) parts of the document(s) have been blacked out. (OR if there are fewer documents enclose) I have not enclosed all of the personal data you requested. This is because (explain why it is exempt)

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Yours sincerely

Template 3: Replying to a subject access request explaining why you cannot provide any of the requested personal data.

(Name) (Address)

(Date)

Dear (Name of data subject)

Data Protection subject access request

Thank you for your letter/email of (date) making a data subject access request for (subject).

I regret that we cannot provide the personal data you requested. This is because (explanation where appropriate)

(Examples include where one of the exemptions under the data protection legislation applies. For example, the personal data might include personal data is “legally privileged” because it is contained within the legal advice provided to Broadwell Parish Council or relevant to on-going or preparation for litigation. Other exemptions include where the personal data identifies another living individual or relates to negotiations with the data subject. Your data protection officer will be able to advise if a relevant exemption applies and if Broadwell Parish Council is going to rely on the exemption to withhold or redact the data disclosed to the individual, then in this section of the letter/email Broadwell Parish Council should set out the reason why some of the data has been excluded)

Adopted 4th March
2026