



Requesting Personal Information – Subject Access Requests

Under the General Data Protection Regulation (GDPR) 2018 you may request access to the personal information that Age UK Teesside holds about you, this is known as a Subject Access Request.

No charge will be made for complying with a request unless the request is manifestly unfounded, excessive or repetitive, or unless a request is made for duplicate copies to be provided to parties other than the individual making the request. In these circumstances, a reasonable charge will be applied

If you wish to make a Subject Access Request please complete, print and return, or email the form below, declaration and any supporting information to:

Anne Sykes, Age UK Teesside, The Dorothy Rose Suites, The TAD Centre, Ormesby Road, TS3 or e-mail anne.sykes@ageukteesside.org.uk

If you are unable to complete a form please telephone us on 01642 805500.

Response time

We have up to one month from the date of receipt of all the required information to provide a response to you. We'll work as quickly as possible – but if you can give us a date range for the information you need, it'll help us to respond to your request sooner.

Please note we will only release information that is your personal data under this request.

SUBJECT ACCESS REQUEST FORM

Prior to completing this form please read the guidance notes on pages 4-6.

Personal Details:

Title:	First Name(s):
Surname:	Previous Surnames:
Date of Birth:	Telephone number:
Mobile number:	E-mail Address:
Current Address:	
Any other addresses which may help us to identify you:	
Please list the identification documents that you are providing to support this request:	

Representative's Details:

Title:	First Name(s)
Surname:	Telephone number:
E-mail address:	
Current address:	
What is your relationship to the data subject?	

Please list the identification documents that you will be providing to support this request (please note the documents provided need to identify both the Representative and the Data Subject):

Data Requested: (Please describe in detail the information that you are requesting together with any relevant information such as Account Numbers, Dates, Employee Numbers, etc.)

Declaration:

I confirm that the information provided is true and accurate. I understand that it's an offence under the General Data Protection Regulation to give false information in order to obtain personal data to which I'm not entitled, and that I may be prosecuted for an offence under that Act in the event that information I've given in this form is misleading or untrue.

I am the Data Subject. The information supplied in this request is correct.

or

I am the Data Subject. The information supplied in this request is correct. I request that my data be sent to the representative named at the address provided.

or

I have parental responsibility/power of attorney for the Data Subject

Signed.....

Name (block capitals).....Date.....

Subject Access Request Guidance Notes

All information disclosed under a Subject Access Request is a copy; originals are not provided. A Subject Access Request cannot be processed without the subject's (person whose details are being requested) signature.

- 1. Personal details:** Please complete your personal details as requested. Please tell us if you have been previously known by any other name and if you have lived at your present address for less than two years, please give us your previous address. If you are requesting historical information then provide as many details as possible; for example, previous addresses you lived at with dates. Use a separate sheet of paper if required.
- 2. Details of the information you require:** You should give as much information and dates as you can to help with our search. If the information you require is held at a particular place, please let us know if you can, for example, it may be held by a particular team, office or school. Please give any relevant reference numbers that might be used for you. These details help us locate your information.
- 3. Proof of Identity:** Proof of name and address is required to ensure we only give information to the correct person. We require two pieces of identification to prove who you are. This should include one piece of photographic identification (passport/driver's license) and recent proof of address (utility bill/bank statement). We consider recent to be less than three months old. The proof of address must show your name, address and recent date. Please send proof of change of name document(s), if relevant.

PLEASE NOTE: Photocopies of original documents are acceptable; however, Age UK Teesside reserves the right to see original documents on request at any point during our search, if it is reasonable to do so in the circumstances.

4. Proof of Entitlement to Request another person's Personal Information:

Under the Data Protection Act 1998, only an individual (data subject) has a right to ask to see their own records. We normally expect the subject access request to be made by the data subject themselves. All individuals aged 16 or over should make their own subject access requests if they have the mental capacity to make their own decisions (mental capacity as defined in the Mental Capacity Act 2005), unless they appoint someone else to make the subject access request on their behalf.

People making subject access requests on behalf of the data subject need to be able to show that they have the right to do so. We require one of the following to evidence this:

Children or young people aged 13 – 15 years:

Please note that if you make a subject access request on behalf of a child or young person aged 13 – 15 years, we will independently seek their consent to release the documents to you, even if you have parental responsibility for them. Without this consent we would not disclose the information to you (providing the child in question had mental capacity to give consent).

4.1) When the data subject is 16 and over:

A) A person making a subject access request on behalf of a person with mental capacity aged 16 or over

1. Proof of consent – we require a signed letter of consent from the data subject saying that you can access their personal information
2. We require proof of identification and proof of address documents for both the requester and the subject

B) A person making a subject access request on behalf of a person lacking mental capacity aged 16 or over

2. 1. For young persons aged 16-17 years, proof of parental responsibility and lack of capacity for persons aged 18 or over, proof of a valid Lasting Power of Attorney or an Enduring Power of Attorney or proof of Court-appointed Deputyship.

Subject access requests on behalf of persons lacking mental capacity:

Please note that Age UK Teesside will only release information if we can establish that the disclosure is justified, having balanced the person's best interests against the person's right to privacy.

4.2) When the data subject is under 16:

C) An adoptive parent making a subject access request on behalf of their child aged below 16 years

1. Adoption Order

D) A person who is not the child's parent making a subject access request on behalf of a child aged below 16 years

1. Residence Order granted by Court, or
2. Special Guardianship Order granted by Court, or
3. Proof of permission to make the subject access request – a signed letter or consent form from a person with parental responsibility and/or from the child (if the child is 12 years or older).

E) A birth parent making a subject access request on behalf of their child aged below 16 years

- 1. Birth mother (married or unmarried to birth father of child)**
 1. Child's birth certificate – showing both the named mother, the named child

- 2. Birth father (married to birth mother of child)**
 1. Child's birth certificate – showing the named father, the named child and the birth parents' marriage certificate

- 3. Birth father (unmarried to birth mother of child)**
 - **For child born before 1 December 2003**
 1. Child's birth certificate showing re-registration of the birth after 1 December 2003 and naming the birth father as the child's father, or
 2. Parental Responsibility Order granted by Court, or
 3. Residence Order granted by Court, or
 4. Proof of being appointed the child's Guardian by Court, by child's birth mother or other Guardian, or
 5. Parental Responsibility Agreement with birth mother.

 - **For child born after 1 December 2003**
 2. Child's birth certificate naming the birth father, or
 3. (2) to (5) from above for child born before 1 December 2003.

Note: Registration or re-registration of the child's birth requires both the mother and the father being physically present at the registry office and signing the birth register.

- 5. Keeping your documents secure:** If you're sending originals we advise you send documents by recorded / special / registered delivery as appropriate or by bringing them to the Age UK Teesside Office at, The Dorothy Rose Suites, The TAD Centre, Ormesby Road, TS3 7SF. Age UK Teesside cannot be held liable for items lost in the post. Age UK Teesside will return originals by recorded delivery, and photocopies only when requested.

If you have any questions relating to a subject access request, you can email us at anne.sykes@ageukteesside.org.uk or telephone us on **01642 805500**.

If you are visiting the offices, please call ahead of your visit to ensure someone is in the office to meet with you.