

# Requesting Personal Information

Under the General Data Protection Regulation, individuals have the right to request a copy of all information an organisation holds on them. This information must be provided free of charge (unless the request can be deemed as “manifestly unfounded or excessive, or if the request is made repeatedly”), must be acknowledged within 30 calendar days of a valid request being made and provided without undue delay.

## **This request is known as a Subject Access Request.**

If you wish to do this please print and return, or email your completed form, declaration and any supporting information to:

**Age UK Westminster, Beethoven Centre, Third London W10 5XL**

enquiries@ageukwestminster.org.uk

## **Response time**

We have up to 1 month from the date of receipt 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.

## **Data Subject's Details**

Title	First Names
Surname	Date of Birth
Current address	
Any other addresses which may help us to identify you	

Email Address	Telephone Number(s)

**Representative's Details**

Title	First Names
Surname	Date of Birth
Current address	
If what capacity are you acting as a representative?	
Email Address	Telephone Number(s)

**Data Requested** (please be specific and include dates if you require the information within a certain period)

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### Declaration

I confirm that the information provided is true and accurate. I understand that it's an offence under section 55 of the Data Protection Act 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.....

**You must provide suitable identification or your request will be delayed.**

## Checklist

Have you completed all relevant sections of the form?

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Has the declaration been signed by the Data Subject?

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Have you enclosed reasonable proof of ID?

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## Subject Access Request Guidance Notes

**All information disclosed under a Subject Access Request (SAR) 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.**

**[A] Identification:** Age UK Westminster must take reasonable steps to ensure that personal data is only provided under a SAR to the Subject, or their representative with the Subject's consent. Therefore we require suitable identification to ensure this. This may be a Driving Licence, Passport, Council Tax Bill and/or Utility Bill (all identification must be current).

**[B] Who is a representative?** A representative is usually a legal company who has been employed by you to deal with your legal matters. Organisations such as charities and advice centres can also be considered as representatives. In addition, anyone helping a friend or relative make a Subject Access Request because they are unable to take care of their own matters is also considered to be their representative.

**[C] What do I do if I want data which belongs to my spouse or my child/children or have a power of attorney?** For a spouse and any children from 12 years of age they should each complete their own application Form and enclose their own Form of Authority/ID and fee. Please note there is a fee for all children regardless of age. If making a request for a child under 12 years of age or if you have a power of attorney from a friend or relative or you are a litigation friend, you must sign the form as the representative. Proof of parental responsibility, for example, a birth certificate or proof of the power of attorney/litigation friend must be provided in addition to the subject's own identification. We may ask for further documentation if necessary.

### **Where shall I send my application form and Form of Authority/identification?**

Age UK Westminster  
Beethoven Centre  
Third Avenue  
London W10 4JL

**Who can I contact if I have any questions?** Email:  
enquiries@ageukwestminster.org.uk

**What happens next?** If your request is valid we will acknowledge your request in writing and provide you with a reference number relating to your SAR and start processing your records.

If your request is valid but we are unable to identify you we will advise you of this and close your request. We will also return your request along with any enclosures and fee.

If you have sent us an invalid request - e.g. because you have not enclosed a fee or original signature - then we will request further information from you.