



Please Quote:

Name&Add

Date

Dear

RE: DATA SUBJECT ACCESS REQUEST

We write to acknowledge receipt of your request dated [DATE] made under Article 15 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR).

In order to process your request, we require proof of your identity. It will also be useful if you can provide more information about the personal data you want. Please find attached a form to complete and return to help us locate the relevant personal data.

NOTE: This is not a mandatory form – Subject Access Requests made in other formats will also be accepted but this form is designed to help you in providing us with the information we need to deal with your request and speed up the process.

Once the additional information has been received, we may need to pass on your request to the Council, where they are the Controller of the data. This is dependent on the type of data you request.

The ICO indicates that the one month period to respond to your request shall commence when we receive the proof of your identity. See here:

<https://ico.org.uk/for-organisations/guide-to-the-general-data-protection-regulation-gdpr/individual-rights/right-of-access/>

If you have any questions regarding your request, please contact our Data Protection Officer (dataprotection@bristowsutor.co.uk).

Sincerely,

B&S



Data Subject Access Request Form

Article 15 of the EU General Data Protection Regulation (Regulation (EU) 2016/679) (GDPR) grants you the right to access your personal data, if any, held by Bristow & Sutor. Please complete this form if you wish to make a request in relation to your personal data.

NOTE: This is not a mandatory form – Subject Access Requests made in other formats will also be accepted but this form is designed to help you in providing us with the information we need to deal with your request and speed up the process.

Subject Access Request Guidance

(Please read before filling in the Subject Access Request Form)

Which sections should I complete?

Sections 1, 2, 3 and 4	<p>Data Subject Details</p> <p>Should be completed for ALL applications.</p>
Sections 5, 6 and 7	<p>Representative Details and Authority to Release Information to a Representative:</p> <p>Should only be completed if the application is being made by a representative (i.e. someone other than the data subject themselves).</p>
Sections 2	<p>Proof of the applicant’s identity:</p> <p>If you do not have any of the forms of identity listed, we may in exceptional circumstances accept alternatives for consideration.</p>
Sections 6	<p>Proof of the representative’s identity:</p> <p>If you do not have any of the forms of identity listed, we may in exceptional circumstances accept alternatives for consideration.</p>

General Information

How long will it take to get my data?

Once we are satisfied that you meet the criteria for disclosure of data under the General Data Protection Regulation, and have provided sufficient information for us to confirm your identity and accept your application for processing, you should receive a response within one calendar month from that date.

However, in certain circumstances, the GDPR allows us to extend that deadline by two months depending on the complexity of your request. We will advise you within one month if we need to extend the response deadline.

Records may be held in several different locations in paper and electronic formats. If you only require specific information and you clearly state what that is – for example a specific document or IT-only data – then you are likely to get a quicker disclosure.

Cost

In most cases we will not charge a fee to comply with a subject access request.

However, where the request is manifestly unfounded or excessive we may charge a “reasonable fee” for the administrative costs of complying with the request.

Checklist

- Have you completed all relevant sections of the form?
- If you are submitting the form yourself, have you signed the form at Section 4?
- Do you have ready to enclose/upload two pieces of identification from the lists in Section 3 (one from each of A and B)?
- If you are a representative, have you signed the declaration in Section 5 and have ready to enclose/upload two pieces of identification from the lists in Section 6.
(one from each of A and B)?
- If the form is submitted by a representative, has the data subject signed the authority in Section 7 or provided a separate signed note of authority?
-

Sending your completed form

Please send your completed form and proof of ID to:

Data Protection Officer
Bristow & Sutor

Bartleet Road, Washford, Redditch.

Worcestershire. B98 0FL

Section 1 – Applicant (Data Subject) Details

Please provide the data subject's information in the space provided below.

We will only use the information you provide on this form to identify you and the personal data you are requesting access to, and to respond to your request.

First and last name:	
Any other names that you have been known by (including nicknames):	
Home address:	
Date of birth:	
Telephone number:	
Email address:	
Relationship with Bristow & Sutor	B&S Staff <input type="checkbox"/> Council Staff <input type="checkbox"/> Debtor <input type="checkbox"/>
Please provide other unique identifiers or related information to help us locate your personal data (for example B&S ID, Council Reference):	

Section 2 - Proof of Data Subject's Identity

We require proof of your identity before we can respond to your access request.

In order to prove the applicant's identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (<u>photocopy</u> of one from below)		List B (plus one <u>original</u> from below)	
Identification that clearly shows your name and date of birth.		Documentation that clearly shows your name and current address.	
Passport/Travel Document		Council Tax Bill	
Photo driving licence		Utility bill showing current home address	
Foreign National Identity Card		Bank statement or Building Society Book	

We reserve the right to refuse to act on your request if we are unable to identify you.

If you do not have any of these forms of identification available, please contact the DPO (bristowsutor.co.uk) for advice on other acceptable forms of identification.

Section 3 - Information Requested

To help us process your request quickly and efficiently, please provide as much detail as possible about the personal data you are requesting access to.

Type of Information	Y/N	Date or period when data was collected
Telephone Recordings		
Video Recordings by Enforcement Agents		
Payment History		
Case Notes		
Email Records		
Paper Files		
Other		

(Use extra sheets if necessary)

We will contact you for additional information if the scope of your request is unclear or does not provide sufficient information for us to conduct a search.

Please Note:

If the information you request reveals personal data about a third party, we will either seek that individual's consent before responding to your request, or we will redact third parties' personal data before responding. If we are unable to provide you with access to your personal data because disclosure would violate the rights and freedoms of third parties, we will notify you of this decision.

Applicable law may allow or require us to refuse to provide you with access to some or all of the personal data that we hold about you, or we may have destroyed, erased, or made your personal data anonymous in accordance with our record retention obligations and practices. If we cannot provide you with access to your personal data, we will inform you of the reasons why, subject to any legal or regulatory restrictions.

Section 4 - Declaration

I, _____, confirm that the information provided on this form is correct and that I am the person whose name appears on this form.

I understand that:

1. Bristow & Sutor must confirm proof of identity and may need to contact me again for further information;
2. my request will not be valid until Bristow & Sutor receives all of the required information to process the request;

Signature _____ Date _____

Section 5 - Requests Made on the Data Subject's Behalf

Please complete this section of the form with your name and contact details if you are acting on the data subject's behalf.

First and last name:	
Company name:	
Address and Postcode:	
Date of birth:	
Telephone number:	
Email address:	

Section 6 - Proof of the Representatives Identity

We require proof of your identity before we can respond to your access request.

In order to prove the representative's identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying.

Please DO NOT send an original passport, driving licence or identity card

List A (<u>photocopy</u> of one from below)		List B (plus one <u>original</u> from below)	
Identification that clearly shows your name and date of birth.		Documentation that clearly shows your name and current address.	
Passport/Travel Document		Council Tax Bill	
Photo driving licence		Utility bill showing current home address	
Foreign National Identity Card		Bank statement or Building Society Book	

We reserve the right to refuse to act on this request if we are unable to identify you.

If you do not have any of these forms of identification available, please contact the DPO (dataprotection@bristowsutow.co.uk) for advice on other acceptable forms of identification.

Section 7 - Authority to release information to a Representative

A representative needs to obtain authority from the applicant before personal data can be released. The representative should obtain the applicant's signature below, or provide a separate note of authority.

This must be an original signature, not a photocopy.

I hereby give my authority for the representative named in Section 6 of this form to make a Subject Access Request on my behalf under Data Protection Legislation.	
Signature of Applicant:	Date:
Signature of Representative:	Date: