

Subject Access Request (SAR) Protocol

Carers Support West Sussex complies with the General Data Protection Act 2018 and takes the protection of personal data seriously. A copy of our Privacy Policy can be found on our website at www.carerssupport.org.uk/our-policies-and-procedures

If you would like a paper copy of this sent to you please e-mail dpo@carerssupport.org.uk or call 0300 028 8888.

Under GDPR you have the right to:

- be informed of data processing
- access the information we hold on you (also known as a Subject Access Request).
- have inaccuracies corrected
- have information erased
- restrict processing of your data
- ask for your data so that you can move it to another organisation
- intervention in respect of any automated decision making
- withdraw consent (see below)

You can exercise any of these rights by calling our Carer Response Line on 0300 028 8888 or e-mailing info@carerssupport.org.uk

When we receive your request to access the information that we hold on you we will:

- 1 Ask for two forms of personal identification* to be provided to us. We will need to see original copies and would ask you please to make an appointment with us by e-mailing dpo@carerssupport.org.uk
- 2 If you are unable to e-mail us you can leave a message and your phone number with our Carer Response Line (0300 028 8888) and ask for the Data Protection Officer to call you back. Below you will find a list of identification documents that we accept.
- 3 If you are requesting information on behalf of another person we will also need their consent and two proofs of their identity*. If they are unable to provide consent we will need confirmation of your right to act on their behalf and we will need to see the Power of Attorney that gives you this right.
- 4 Ask you how you would like to receive the information. To keep your data secure we can provide it via encrypted e-mail or you will be able to collect it in person. You have the right to specify what would suit you best and we will do our best to either provide this securely or make arrangements for you to collect it.
- 5 Once proof of identity has been provided we will collate all requested information that we hold and provide this to you **within one calendar month** from the day after the proof of identity has been received. If we are unable to provide you with the information requested within this time period we will contact you and let you know.

If you are unhappy with the service we provide you have the right to complain to the Information Commissioner's Office. You can report a complaint by calling 0303 123 1113. Full details of how to complain can be found on their website at <https://ico.org.uk/make-a-complaint/>.

If you have any general or specific query about your request please ask to speak to the Data Protection Officer.

Proof of Identity Checklist for Individuals

You cannot use one form of identification for both name and address.

For example, if you provide your driving licence as proof of your name you must provide another form of identification for your address, such as a utility bill.

Proof of Name

Proof of Address

Current signed passport

Utility bill (gas, electric, satellite television, landline phone bill) issued within the last three months

Original birth certificate (UK birth certificate issued within 12 months of the date of birth in full form including those issued by UK authorities overseas such as Embassies High Commissions and HM Forces)

Local authority council tax bill for the current council tax year

EEA member state identity card (which can also be used as evidence of address if it carries this)

Current UK driving licence (but only if not used for the name evidence)

Current UK or EEA photocard driving licence

Bank, Building Society or Credit Union statement or passbook dated within the last three months

Full old-style driving licence

Original mortgage statement from a recognised lender issued for the last full year

Photographic registration cards for self-employed individuals in the construction industry -CIS4

Solicitors letter within the last three months confirming recent house purchase or land registry confirmation of address

Benefit book or original notification letter from Benefits Agency

Council or housing association rent card or tenancy agreement for the current year

Firearms or shotgun certificate

Benefit book or original notification letter from Benefits Agency (but not if used as proof of name)

Proof of Name

Proof of Address

Residence permit issued by the Home Office to EEA nationals on sight of own country passport

HMRC self-assessment letters or tax demand dated within the current financial year

National identity card bearing a photograph of the applicant

Electoral Register entry

NHS Medical card or letter of confirmation from GP's practice of registration with the surgery

Documents we will not accept include, but are not limited to:

- Provisional driving licence
- Mobile phone bills
- Credit card statements