

Volunteer Cornwall

Subject Access Request Procedures

Introduction

Individuals have the right to access their own personal data which we hold and process, and a request for such information is called a Subject Access Request. We can only release copies of personal data to the data subject (the person who the data is about). We will not release the information to any third parties unless we have the written consent of the data subject.

Before disclosing any personal information **you must verify the identity of the data subject**. Whilst it is important that you do not send copies of personal information to people who are not the data subject, you must not appear obstructive. However, you are allowed to take reasonable measures to verify their identity and this can often be achieved from their circumstances, such as their address or date of birth.

A Subject Access Request applies to all personal data held by Volunteer Cornwall.

Receipt of Requests

A Subject Access Request could be received by telephone, e-mail, through the website or verbally and in all cases must be responded to within one month of receipt. It is most likely that any requests will be received via e-mail or the website. The requestor may also not use the phrase "subject access request" so you must be aware that any request for information could be considered a subject access request.

A standard Subject Access Request form is at Annex A and this should be used to record the detail requested, especially if the request is received via the telephone. This should help ensure that you collect all the relevant information, but is not mandatory. A request is valid if it is received in any format. An online/electronic version of the form is available on the website.

All requests should be forwarded to your manager in the first instance.

Complying with the Request

Individuals have the right to obtain a copy of their personal data as well as other supplementary information. It helps individuals to understand how and why you are using their data, and check that you are doing it lawfully. An individual is only entitled to their **own personal data** and not to information relating to other people.

Individuals have the right to obtain the following from us:

- Confirmation that we are processing their personal data;
- A copy of their personal data; and
- Other supplementary information – this largely corresponds to the information provided in a privacy notice.

In addition to a copy of their personal data, you also have to provide them with the following information:

- The purposes of your processing;
- The categories of personal data concerned;
- The recipients or categories of recipient you have disclosed the personal data to;
- Your retention period for storing the data, or your criteria for determining how long you will store it;
- The existence of their right to request rectification, erasure or restriction or to object to such processing;
- The right to lodge a complaint with the ICO or another supervising authority;

- Information about the source of the data if it has not come directly from them;
- The existence of any automated decision making (including profiling).

Response - Providing the Personal Information

The information we provide must be in a concise, transparent, intelligible and easily accessible format, using clear and plain language. At its most basic, this means that the additional information (as above) you provide in response to a request must be capable of being understood by the average person.

We will provide a copy of any information which it is lawful to provide free of charge. In the event that any request is manifestly unfounded or excessive we reserve the right to charge a reasonable fee or to refuse to respond.

Refuse a Subject Access Request

You can refuse to comply with a subject access request if it is manifestly unfounded or excessive, taking into account whether the request is repetitive in nature.

If you refuse to respond to a Subject Access Request you must inform the individual without undue delay and within one month of receipt of the request. You should inform the individual about:

- The reasons you are not taking action;
- Their right to make a complaint to the ICO or another supervisory authority;
- Their ability to seek to enforce this right through a judicial remedy.



Signed:

Ian Jones

Chief Executive

Dated:

Due Review: 04/25

Volunteer Cornwall Subject Access Request Form

You should fill in all sections of the form that apply to you.

Please make sure you complete all relevant sections in block capitals to ensure that details are clear.

Section 1: Details of the person this request is about

Please tell us the details below about you, so that we can check for the information we may hold:

<i>Title</i>	
<i>Surname</i>	
<i>First Name</i>	
<i>Former Surname</i>	
<i>Date of Birth</i>	
<i>Gender</i>	
<i>Contact Number (day)</i>	
<i>Email Address</i>	
<i>Home Address</i> <i>(inc. postcode)</i>	

Getting as much information as possible helps us find the information you want.

Section 2: Helping us to find the information

Please use the space below to provide details that may help to locate your information. Being clear about the information you require will help us to respond promptly to your request. If you think you require further information you can always submit a further request. Please supply as much detail as possible.

Section 3: where you would like the copies of your information to be sent

Please tell us where you would like your information sent (***please select one option***):

- I would like my information sent to my email address given in Section 1.
- I would like my information posted to my home address given in Section 1.

Section 4: Declaration

I confirm that the information that I have supplied in this application is correct, and I am the person to whom it relates.

Signature: Date:

Print Name: