

Subject Access Request

Checking of identity

We will first check that we have enough information to be sure of your identity. Often we will have no reason to doubt a person's identity, for example, if we have regularly corresponded with them. However, if we have good cause to doubt your identity we can ask you to provide any evidence we reasonably need to confirm your identity. For example, we may ask you for a piece of information held in your records that we would expect you to know: a witnessed copy of your signature or proof of your address.

If the person requesting the information is a relative/representative of the individual concerned, then the relative/representative is entitled to personal data about themselves but must supply the individual's consent for the release of their personal data. If you have been appointed to act for someone under the Mental Capacity Act 2005, you must confirm your capacity to act their behalf and explain how you are entitled to access their information. If you are the parent/guardian of a child under 16, we will need to consider whether the child can provide their consent to you acting on their behalf.

Should you make a data subject access request but you are not the data subject, you must stipulate the basis under the Data Protection Act that you consider makes you entitled to the information.

Collation of information

We will check that we have enough information to find the records you requested. If we feel we need more information, then we will promptly ask you for this. We will gather any manual or electronically held information (including emails) and identify any information provided by a third party or which identifies a third party.

If we have identified information that relates to third parties, we will write to them asking whether there is any reason why this information should not be disclosed. We do not have to supply the information to you unless the other party has provided their consent or it is reasonable to do so without their consent. If the third party objects to the information being disclosed we may seek legal advice on what action we should take.

Before sharing any information that relates to third parties, we will where possible anonymise information that identifies third parties not already known to the individual and edit information that might affect another party's privacy.

Issuing our response

Once any queries around the information requested have been resolved, copies of the information in a permanent form will be sent to you except where you agree, where it is impossible, or where it would involve undue effort. In these cases, an alternative would be to allow you to view the information on screen.

We will explain any complex terms or abbreviations contained within the information when it is shared with you. Unless specified otherwise, we will also provide a copy of any information that you have seen before.

Will we charge a fee?

No

What is the time frame for responding to subject access requests?

We have one month starting from when we have received all the information necessary to identify you, to identify the information requested and to provide you with the information or to provide an explanation about why we are unable to provide the information. In many cases, it will be possible to respond in advance of the one month target and we will aim to do so where possible.

Are there any grounds we can rely on for not complying with a subject access request?

If you have made a previous subject access request we must respond if a reasonable interval has elapsed since the previous request. A reasonable interval will be determined upon the nature of the information, the time that has elapsed, and the number of changes that have occurred to the information since the last request.

What if you identify an error in our records?

If we agree that the information is inaccurate, we will correct it and where practicable, destroy the inaccurate information. We will consider informing any relevant third party of the correction. If we do not agree or feel unable to decide whether the information is inaccurate, we will make a note of the alleged error and keep this on file.

What if you want Tom to stop processing your data?

You can object to Tom Watson processing your data altogether, in relation to a particular purpose or in a particular way through a data subject notice. We must then give you written notice that either we have complied with your request, intend to comply with it or state the extent to which we will comply with it and why. This information will be given to you within 10 days of receiving the data subject notice.