

Making a Subject Access Request or Data Subject Rights Request Guidance Notes

1. What is the Data Protection Act?

The Data Protection Act 2018 governs how all data controllers manage computerised and manual filing systems, detailing how personal information can be used. As a data controller for various systems, the Council must ensure that personal information is collected and processed legally, used only for specified purposes, remains relevant and accurate, is not retained longer than necessary, and is protected by security measures to prevent unauthorised access and accidental loss.

2. Notification

The Council must declare what information it holds and how it is used through a Notification process. The Information Commissioner, appointed by the Government, is responsible for overseeing all data controllers. The Commissioner's address is listed in section 6.

3. What are your rights?

Any member of the public has the right to inspect the Council's Notifications, there are separate Notifications for Electoral Registration and the Council's other systems. These documents can be reviewed in person at Borough Hall, Cauldwell Street, Bedford, MK42 9AP or accessed online at www.ico.org.uk.

As an individual, you have the right to:

- i. Apply for a copy of any personal information about you held on the Council's computers and in manual filing systems – a subject access request (SAR)
- ii. Have any information corrected, if wrong, or erased if inappropriate – a data subjects rights request

4. Applying for a copy of your data – Subject Access Request (SAR)

You can apply for a copy of information held about you in several ways:

By writing to Request for Information, Bedford Borough Council, Borough Hall, Cauldwell Street, Bedford MK42 9AP.

By emailing requestforinformation@bedford.gov.uk.

By completing and returning the form available on the [Council's website](#).

Requests made over the phone, face to face and via social media will also be accepted.

Whichever way you choose to submit your request you will need to provide 2 forms of identity, one document from Group 1 and one further document from Group 2

If you do not have one document from Group 1, please send three documents from Group 2.

Group 1

- Passport
- Biometric residence permit
- Current photo driving licence with counterpart
- Birth certificate – issued at time of birth

Group 2

- Current paper driving licence
- Birth certificate – issued after time of birth
- Marriage / civil partnership certificate
- Adoption certificate
- HM Forces ID card
- Firearms licence
- Mortgage Statement
- Credit card, bank or building society statement
- P40 or P45 statement
- Council tax statement
- Work permit or visa
- Utility bill
- Benefit statement

The request should provide as much detail as possible to enable us to process it without delay.

Your request will be passed to the Officer responsible within the Service Area concerned who will deal with it. It may be necessary to request more detailed information to be satisfied of the identity of the Data Subject or to enable the information to be located.

The Council will then respond to you detailing the information held about you within one calendar month either of receipt of the initial request or of the additional information requested.

5. Make a request to have your information corrected, if wrong or erased if inappropriate - Data Subject Rights Request

You can make a request to have your information corrected, if wrong or erased if inappropriate in several ways:

By writing to Data Protection Officer, Bedford Borough Council, Borough Hall, Cauldwell Street, Bedford MK42 9AP.

By emailing dpo@bedford.gov.uk.

By printing, completing and returning the downloadable form or submitting an online form, both of which are available on the [Council's website](#).

Requests made over the phone, face to face and via social media will also be accepted.

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6. Challenging the response

When you have received a response, if you are not satisfied you may challenge the fact by writing to the relevant address detailed in points 4 & 5 within 40 days of receiving it. Please explain why you disagree with the response.

This Officer will normally, in the first instance, refer the complaint to the relevant Head of Service for the Service Area concerned to examine the complaint and a response should be provided within 20 working days.

7. Complaints

If you remain unsatisfied with the response or are unhappy with any aspect of your treatment during the process you may wish to write to the Information Commissioners Office at the address below, who will then investigate the complaint on your behalf.

Information Commissioner Office
Wycliffe House,
Water Lane
Wilmslow
Cheshire
SK9 5A

Website: www.ico.org.uk

Email: icocasework@ico.org.uk