

## **How to Request A Subject Access Request**

### **TO SEE YOUR RECORDS:**

You have a right under Data Protection Legislation to see the information that we hold about you. If you wish to see your records, please contact your Case Manager. We will ask you to complete a form or to make a request in writing.

We will need the following:

- Your full name;
- Your full address;
- x2 documents proving your identity (such as a copy of your passport or driving licence); and
- Details of the information you wish to view.

In addition, it would be helpful if you would provide:

- Your date of birth;
- The name of your Case Manager; and
- The date of your last contact with your Case Manager.

If you ask a third party (such as a solicitor) to request the information on your behalf, we will also need written authorisation from you, before we can progress the request.

### **INFORMATION WE CANNOT SHOW YOU:**

We will always try to be as open as possible with you about the information we keep about you. However, you should be aware that, in certain circumstances, the law states that we cannot or do not have to provide you with the information that we hold about you: for example, we cannot show you any information about others without their permission and, if our information about you comes from other agencies, we may need to obtain their permission before we can share it with you.