

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 [here](#).

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 Helpline on 0300 028 8888
- Emailing info@carerssupport.org.uk
- Through our Social Media Channels ([Facebook](#), [Instagram](#)).

*Please note, if you do submit a request via social media, our Data Protection Lead may need to contact you for additional contact information in order to thoroughly review your request

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 Helpline (0300 028 8888) and ask for the Data Protection Lead 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 Lead.

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.

See Table below for examples of identification that we can accept.

You will need to provide one example from each column:

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 selfemployed 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)
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

Production History

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1	Oct 2018	J Murray Logue	Production	Nov 2018	Nov 2021
2	January 2022	V Hasted	Review		
3	June 2023	V Hasted	Review		June 2024
4	Oct 23	V Hasted	Review		Oct 24
5	Nov 25	V Hasted	Review & Update		Nov 26