

SIBBERTOFT PARISH COUNCIL

Clerk & RFO: Mrs CE Valentine
c/o 20 Styles Place
Yelvertoft
NN6 6LR
clerk@sibbertoftparishcouncil.gov.uk
www.sibbertoftparishcouncil.gov.uk

Sibbertoft Parish Council

SUBJECT ACCESS REQUEST POLICY

Approved by Sibbertoft Parish Council

Review Date: May 2026

Next Review Date: May 2028

1. Introduction

Individuals ("data subjects") have the right to obtain confirmation as to whether Sibbertoft Parish Council processes their personal data and, where that is the case, to access that data and related information.

This policy explains how Sibbertoft Parish Council handles Subject Access Requests (SARs) in accordance with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

Further information is available in the Council's Privacy Notice or by contacting the Clerk at clerk@sibbertoftparishcouncil.gov.uk.

2. Scope

This policy applies to all personal data held by the Council in electronic and paper records, including emails, documents, minutes, photographs, audio recordings and other filing systems.

3. Responsibilities

Sibbertoft Parish Council is the Data Controller. The Clerk acts on behalf of the Council and is responsible for coordinating and responding to Subject Access Requests.

All councillors and staff must:



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- Recognise Subject Access Requests, whether verbal or written.
- Forward requests to the Clerk without delay.
- Assist in identifying and retrieving relevant information.
- Preserve records while a request is being processed.

4. How Requests May Be Made

Requests may be made verbally or in writing, including by email.

Requests should provide enough information to identify the requester and the personal data sought. The Council may ask for:

- Proof of identity; and
- Clarification if the request is broad or unclear.

The statutory response period begins when sufficient information and any necessary identification have been received.

5. Identity Verification

Where reasonable and proportionate, the Council may request evidence of identity before releasing personal data. Acceptable identification may include:

- Passport;
- Driving licence;
- Recent utility bill;
- Recent bank statement; or
- Council tax bill.



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6. Timescales

The Council will respond without undue delay and within one calendar month of receiving a valid request.

The period may be extended by up to two additional months for complex or numerous requests. If this happens, the requester will be informed within the initial one-month period.

7. Fees

Subject Access Requests are normally free of charge.

A reasonable fee may be charged, or the Council may refuse to act, if a request is manifestly unfounded or excessive, particularly if repetitive.

8. Information Provided

When responding, the Council will provide:

- Confirmation whether personal data is being processed;
- A copy of the personal data;
- The purposes of processing;
- Categories of personal data concerned;
- Recipients or categories of recipients;
- Retention periods or criteria used to determine them;
- Rights to rectification, erasure, restriction and objection;
- The right to complain to the Information Commissioner's Office (ICO);
- The source of the data, where not obtained directly from the individual; and
- Information about any automated decision-making, where applicable.



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9. Third-Party Information

Where requested information contains personal data about other individuals, the Council will redact that information unless:

• The third party consents; or

• It is otherwise reasonable and lawful to disclose it.

10. Exemptions

Certain information may be withheld where an exemption applies under the Data Protection Act 2018, including legally privileged material and confidential references.

11. Format of Response

Information will usually be provided electronically where the request was made electronically, unless the requester asks for another format.

The Council will provide information in a concise, transparent and intelligible form.

12. Rectification, Erasure and Restriction

Where appropriate, the Council will also consider any associated request to:

• Correct inaccurate data;

• Delete data;

• Restrict processing; or

• Object to processing.

13. Complaints

If a requester is dissatisfied with the Council's response, they may complain to the Clerk in the first instance.

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They also have the right to complain to the Information Commissioner's Office:

www.ico.org.uk

Telephone: 0303 123 1113

14. Record Keeping

The Council will maintain a confidential log of Subject Access Requests, including:

- Date received;
- Identity verification completed;
- Key correspondence;
- Outcome; and
- Date of response.

15. Policy Review

This policy will be reviewed periodically and updated to reflect changes in legislation, guidance or Council procedures.