SUBJECT ACCESS REQUEST FORM

Please complete this form to request the personal information that the Carers UK is processing about you, your child or someone you represent.

**Part 1** Details about the person who the information relates to (referred to on this form as the “data subject”)

**Title** (please circle) Mr Mrs Miss Ms Other

Surname \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Relationship to the Carers UK:** Member/Client Supporter/Donor Staff/Volunteer Other

Reference: (Identifying references such as membership number): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please provide a copy of ONE of the following as proof of your identity** (circle which one applies) Passport Driving licence Other ID document

**Please provide a copy of ONE of the following as proof of your address** (circle which one applies) Utility bill Driving licence Bank statement

**Part 2** Are you requesting information about you (i.e. are you the data subject)? Please tick which applies

**No** – go to part 3

**Yes** – go to part 4

**Part 3** Please complete if you are the person acting on behalf of the data subject (who is identified in Part 1 above)

**Title** (please circle) Mr Mrs Miss Ms Other

Surname \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ First name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**Please provide a copy of ONE of the following as proof of your identity** (circle which one applies) Passport Driving licence Other ID document

**As you need to have legal authority to request the data subject’s information, please provide a copy of ONE of the following:** Letter of authority Lasting power of attorney

Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part 4** Details of information being requested

**To help us with your request, please provide details of the information you require:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part 5** Declaration

I certify that the information provided on this form is true and correct.

**Please print your name in block capitals** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Signature** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**Date** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Part 6 C**ompletion of the Subject Access Form

The completed application form and proof of identity (and if acting on behalf of the data subject proof of authority) should be sent to:

Data Protection Advisor, Carers UK 20 Great Dover Street London SE1 4LX or emailed to governance@carersuk.org

**Part 7** Before submitting this form, please check that you have:

* Enclosed proof of identity of the data subject?
* Enclosed proof of authority to act on behalf of the data subject? (If required)
* Enclosed proof of your identity if acting on behalf of the data subject? (If required)
* Provided sufficient details for Carers UK to locate the information you have requested?
* Signed and dated this form?

Thank you. We’ll be in touch. If you’d like more information about how we use your data, have a look at our [Privacy Notice - Carers UK](https://www.carersuk.org/privacy-notice).

SUBJECT ACCESS REQUEST FORM: guidance

**Your right to request access to your personal records:**

You have the right to ask for copies of your personal data we store and use. This is your right of access, also known as making a subject access request or SAR. We’ll normally respond at the latest within one calendar month of receiving your request. There may be times where we need longer or we may need to charge a reasonable fee for admin costs. We’ll let you know if this is the case.

**Who can make a Subject Access Request (SAR)?**

**>** Any individual can make a SAR. In addition an individual may nominate a representative (such as a solicitor or relative) to apply on their behalf. In this case, there must be a valid consent signed by the individual who authorises the release of information to the representative.

**>** A person who has parental responsibility for a young child can request access to the child’s records. Release of records is usually only made in the best interests of the child. Children may apply themselves – where it is considered that the child has the competence to be able to understand the nature and implications of making a SAR. If they are considered competent, they should also be consulted regarding any request that has been made for their records by another individual, for example a person with parental responsibility. The competence of the child in respect of requests for records can be considered from the age of 12.

**>** For those lacking the mental capacity to make the request or consent to someone else gaining access to their records, there are various legal procedures in place. In some circumstances, you may make a request on their behalf if you have been granted power of attorney or agent by a court to manage their affairs. The right of access to records must be covered in the powers granted by the power of attorney or court appointment. In the absence of a power of attorney or court appointment, we may be able to make a “best interests” decision to release the records but will need to know more about the purpose for which they have been requested in order to do so.

**Why does Carers UK ask for my details?**

We ask for your name, address and relationship to Carers UK to enable us to identify and locate your personal data in our records. Any identifying references which you can supply to assist us (such as campaign references, membership numbers etc.) would be appreciated.

Please identify the personal data which you would like access to and provide any additional information which would assist us in locating this data as quickly as possible.

In order to ensure that the privacy and security of the personal information requested is maintained, we must ask you to provide some proof of identification and address so that we are certain that we only send personal data to the data subject or their authorised representative.

**How long will it take the Carers UK to respond to my request?**

We will respond to your request within 30 calendar days from receipt of your identification information.

**What identification information is required?**

If you are making a request for information on behalf of someone else then we will require proof that you are authorised to receive this information and verification of your identity.

A data subject may give another person authorisation to access their records. This authorisation must be provided in writing with a signature that can be verified against the data subject’s identity documents.

If the data subject is unable to provide authorisation, then only a registered authority – such as a court-appointed agent or someone who holds a lasting power of attorney for the data subject – can make a Subject Access Request on their behalf. Evidence of this authority, along with proof of identify must be supplied for the purposes of information security.

Any identification information supplied with a Subject Access Request will be kept securely and in confidence. The information will not be used for any purpose other than verification of the requestors’ identities and will be securely destroyed three years after the request has been closed.

It is advisable to send these documents by email or if via post by Special delivery or tracked delivery so that they are accounted for in transit and there is a documented record of their arrival.

**How will the information be provided?**

In most cases, copies of the records will be made and sent to you via email.

Arrangements can also be made for alternative accessibility requirements – please contact us using the details at the bottom of this page.

**Further information** If you require further guidance or wish to make alternative arrangements based on accessibility requirements, please email the Data Protection Advisor at governance@carersuk.org

**Not satisfied with your response?** If you are not satisfied with the response you can write to the Data Protection Advisor outlining your concerns.

The address is: **Data Protection Advisor** Carers UK 20 Great Dover Street, London SE1 4LX.

Following this, if you remain dissatisfied with the response you can contact the Information Commissioner’s Office – the body with responsibility for enforcing the Data Protection Act. The address is:

**Information Commissioner’s Office** Wycliffe House Water Lane Wilmslow Cheshire SK9 5AF

Alternatively, you can visit their website (http://ico.org.uk) for further information about Subject Access Requests under the Data Protection Act 2018.

If you feel we have failed to disclose information to you without good reason, you can make a complaint at complaints@carersuk.org