

Subject Access Request form

Please complete this form to request the personal information that the British Red Cross 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 tick) Mr Mrs Miss Ms Other

Surname _____ Maiden/Former surname _____

First name _____ Current address _____

_____ Previous address _____

Relationship to the British Red Cross:

Service user/Client Supporter/Donor Staff/Volunteer Other

Reference: (Identifying references such as service user number, campaign references, employee numbers, volunteer number): _____

Please provide a copy of ONE of the following as proof of your identity (tick which one applies)

Passport

Driving licence

Other ID document

Please provide a copy of ONE of the following as proof of your address (tick 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 tick) Mr Mrs Miss Ms Other

Surname _____ First name _____

Address _____

Please provide a copy of ONE of the following as proof of your identity (tick 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 below)

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 Completion 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:

Information Governance Team
British Red Cross
44 Moorfields
London
EC2Y 9AL

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

- | | |
|---|--|
| <input type="checkbox"/> Enclosed proof of identity of the data subject? | <input type="checkbox"/> Provided sufficient details for the British Red Cross to locate the information you have requested? |
| <input type="checkbox"/> Enclosed proof of authority to act on behalf of the data subject? (If required) | <input type="checkbox"/> Signed and dated this form? |
| <input type="checkbox"/> Enclosed proof of your identity if acting on behalf of the data subject? (If required) | |

Subject Access Request form: guidance

Your right to request access to your personal records:

The Data Protection Legislation gives you the right to access the personal data relating to you that the British Red Cross is processing. This is known as a Subject Access Request (SAR).

- The person to whom the personal data refers is the data subject
- The British Red Cross is the data controller

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 13.
- 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 the British Red Cross ask for my details?

We ask for your name, address and relationship to the British Red Cross 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, employee 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.

Will I be charged for access to the records?

We will provide a copy of the information **free of charge**. However, we can charge a 'reasonable fee' when a request is manifestly unfounded or excessive, particularly if it is repetitive.

We may also charge a reasonable fee to comply with requests for further copies of the same information. This does not mean that we will charge for all subsequent access requests.

The fee will be based on the administrative cost of providing the information.

How long will it take the British Red Cross to respond to my request?

We will respond to your request within 30 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 identity 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 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 by registered or recorded post (or you can collect the copies if you prefer). If you would prefer to view the records, we will arrange a suitable time and location for you to do so. A qualified member of staff will be in attendance to provide advice on any aspect of the records.

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 contact the Information Governance Team on 0344 871 1111 or email DataProtection@redcross.org.uk

Not satisfied with your response?

If you are not satisfied with the response you can write to the Head of Information Governance outlining your concerns. The address is:

Head of Information Governance

British Red Cross
44 Moorfields
London
EC2Y 9AL

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 Legislation.

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.

If you feel we have failed to disclose information to you without good reason, you can make a complaint at redcross.org.uk/about-us/contact-us/complaints-compliments-comments