

Subject Access Request (SAR) Form



Introduction

Use this form to request your own data directly from Sovereign Housing Association Limited or to request data on behalf of someone else.

Where the data requested relate to multiple individuals, each person needs to complete a separate form and the requests will be handled individually.

It is recommended that you use this form as it is designed to capture all the relevant information required to process your request and speed up the process. Please make sure you have read all the guidance notes attached with this form.

1. Applicant details (mandatory)

1.1 Data subject details <i>(If you are requesting your own data, fill in this section. If you are requesting data on behalf of someone else, fill that person's details in here)</i>		
Title: <i>(please tick one)</i>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other [please state].....	
Full name: <i>(If your name has changed recently, please indicate)</i>		
Other name[s] known by:		
Date of birth: <i>(DD/MM/YYYY)</i>/...../.....	Sex: <input type="checkbox"/> Male <input type="checkbox"/> Female
Current address and post code:		
Length of time at this address:		

Previous address[es] and post code[s]: <i>(if you have moved recently or during the time period of the data you are requesting – please supply all addresses that are relevant – this will help us retrieve the data and verify your identity).</i>	/
Daytime phone number:	
Email address:	
Preferred method(s) of contact: <i>(tick all that apply).</i>	<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Post

1.2 Sovereign residents (past or present)

Are you a past or present Sovereign resident?	<input type="checkbox"/> Past <input type="checkbox"/> Present
For past residents, please provide the address and postcode you lived in during your Sovereign tenancy:	
Dates lived at this address (if applicable):	
Rent reference (if applicable):	

1.3 Sovereign employees (past or present)

Are you a past or present Sovereign employee?	<input type="checkbox"/> Past <input type="checkbox"/> Present
Employee number:	
Department and job title:	
For past employees, please give dates of employment:	

1.4 Third party details

(Fill in this section if you are applying for data on behalf of another individual)

Title: <i>(please tick one)</i>	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other [please state].....
Full name: <i>(If your name has changed recently, please indicate).</i>	
Relationship to data subject:	
Address:	
Company name (if applicable):	
Position (if applicable):	
Daytime phone number:	
Email address:	
Preferred method(s) of contact: <i>(tick all that apply)</i>	<input type="checkbox"/> Telephone <input type="checkbox"/> Email <input type="checkbox"/> Post

2. Preferred payment method (mandatory)

Cheque enclosed for the fee of £10? <i>(please address all cheques to Sovereign Housing Association Limited).</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No
Tick here if you would prefer to be contacted to make a BACS payment:	<input type="checkbox"/> Yes <input type="checkbox"/> No

<i>(please note, this can cause delays in the initial processing of your request).</i>	
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3. Complaints (optional)

Do you currently have an open or outstanding complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If no, would you like to be contacted about our complaints procedure?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide details of the complaint:	

4. Details of the data required (mandatory)

Requests for specific documents or records, or for information dated between specific dates, take less time to process and are therefore likely to be disclosed faster. We recommend that you are as specific as possible as this will help us to assist you quickly and efficiently.

<i>(Describe below the data you require. If you require additional space, please continue on a separate sheet of paper. Please be as specific as possible about the data you require).</i>
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4.1 CCTV or audio files

If you would like to request CCTV footage or audio files then please fill out the table below. Please note that unless we are provided with time and date ranges for CCTV footage or audio recordings then we may not be able to comply with your request.

CCTV is recorded on a loop and the camera records over itself when the loop reaches completion. This means that we may no longer have the footage you are seeking when you submit your request and any delays in providing the below information will decrease the likelihood that we can supply it to you.

Where recordings may involve other people, Sovereign will take reasonable measures to remove them before supplying the data to you.

This may mean blurring the images of CCTV recordings, or providing a transcript of the relevant parts of an audio file rather than the original recording.

Would you like to request CCTV footage of yourself?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide all of the following:	1. Location(s) of the camera(s):
	2. Time and date ranges:
	3. Details of the footage in the recording(s):
	4. A description of your appearance at the time of the recording(s):

Would you like to request audio recordings of yourself?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please provide all of the following:	1. Details of the recording(s): <i>(If the recording was a telephone call, please provide details of the call. If the recording was a meeting, please provide details of the meeting).</i>
	2. Time and date range(s):

5. Declaration (mandatory)

5.1 To be signed by the data subject named in section 1.1

(Please tick the box that applies and highlight the method of delivery you want. In the absence of a selection, the data will be disclosed by recorded post):

- I confirm I am the person named in section 1.1 and request that my data be sent to the **(Address / Email Address)** provided in section 1.1.

Or

- I confirm I am the person named in section **1.1** and request that my data be sent to the (**Address / Email Address**) of the third party in section **1.4**.

The information supplied in this request is correct and I am the person to whom it relates.

Signed:

Name [block capitals]:

Date:

6. Why are you making a Subject Access Request? (optional)

It would help us to plan and improve our service if you could summarise why you are making a SAR. This is voluntary and we will process your SAR whether you complete section 6 or not.

7. Check list of application

- Have you read and understood the guidance notes?
- Have you completed all the mandatory sections of the form?
- Has the declaration been signed by the person named in section 1.1?
- Have you enclosed the fee of £10 payable to Sovereign Housing Association Limited or ticked the box to make a BACS payment?
- Have you enclosed the sufficient ID as outlined in section 3 of the guidance notes?
- Have you provided as much information as possible to enable us to find the data you require?

8. Next steps

1. Send this application form by secure delivery, along with your cheque (if applicable) and identification, to:

Data Protection Adviser
Company Secretariat
Sovereign Housing Association Limited
Woodlands
90 Bartholomew Street
Newbury
RG14 5EE

2. Once the application has been received and all payments and ID checks have been completed, you will be contacted to confirm commencement of the 40-calendar day period.
3. You will receive the data, barring any exemptions, within this statutory deadline.

9. Further information

Further guidance on subject access requests can be found on the Information Commissioner's Office website: <https://ico.org.uk/>.

You may also find much of this information by reading the Privacy Notice and Data Protection Policy on Sovereign's website: <https://www.sovereign.org.uk/>.

Please direct all SAR enquiries to the Data Protection Adviser. Details are below:

Post:

Data Protection Adviser

Company Secretariat

Sovereign Housing Association Limited

Woodlands

90 Bartholomew Street

Newbury, RG14 5EE

Email:

Data.protection@sovereign.org.uk

Subject Access Request (SAR) guidance notes

The Subject Access Request (SAR) form enables you to apply for access to information held about you by Sovereign Housing Association (“Sovereign”). These guidance notes have been created to help you fill out the form.

The information provided in this document is not intended as an exhaustive guide, but contains guidance on relevant sections of the Data Protection Act 1998 to make it easier for individuals to submit a SAR.

In all cases, Sovereign are required to respond within 40 calendar days of receiving your fully completed request, either with the information required, or with an explanation of any delays.

Commencement of the 40 day period will not begin unless Sovereign has received payment in full and appropriate and reasonable ID checks have been carried out.

A word on complaints

We have found that our customers often submit Subject Access Requests when they are currently involved in filing a complaint with Sovereign.

If your request is related to an open or potential complaint then we recommend that you follow Sovereign’s formal complaint process through to completion first.

This is because a complaint may allow you to obtain the data you want as well as resolve the issue concerned and will likely be done in less time than a Subject Access Request.

This does not mean that you cannot submit a Subject Access Request as this is a right given by the Data Protection Act 1998 itself, however, we ask that you consider which option is more likely to lead to the desired result first as this may help us provide you with the best service.

Details of our complaints procedure are outlined in **Section 5**.

1. Your rights explained

1.1 Individuals

Under the Data Protection Act 1998, you have the right to know whether Sovereign holds any personal data about you, subject to certain exemptions.

Additionally, you are entitled to be:

- told whether any personal data is being processed;

- given a description of the personal data, the reasons it is being processed, and whether it will be given to any other organisations or people;
- given a copy of the personal data; and
- given details of the source of the data (where applicable).

The main purpose for a SAR is to understand what data Sovereign processes that can be used to identify you, how accurate the data is, and how the data is being processed.

It offers you assurance that Sovereign is processing your data in line with the eight principles of the act and enables you to challenge us if you feel we are not.

Where allowed by the act, Sovereign may deny access to personal data if releasing it could prejudice the prevention or detection of crime.

We may also withhold personal data that could be used to identify another person without their permission, unless reasonable consent is given by that person or their identity can be redacted.

1.2 Joint tenants

According to the act, an individual is entitled only to their own personal data and not to personal data relating to other people unless appropriate authorisation has been given.

This means that those living in joint tenancies will only be able to request information related to themselves. Sovereign will not provide details that can identify other individuals unless appropriate written consent has been received.

Therefore, we recommend that joint tenants each wishing for copies of their personal should submit separate Subject Access Requests.

1.3 Receiving requests from third parties

Under certain conditions, the act specifies that a request can be made by a third party acting on behalf of an individual. Examples of such requests include, but are not limited to;

- a request made by a solicitor on behalf of an individual.
- a request made by a friend or family member.

In order for Sovereign to release personal data to a person acting on behalf of another, that person whom the data relates to would need to supply authorisation in writing, along with an appropriate ID check and £10 payment.

Guidelines of appropriate ID can be found in section 3.1 of these guidance notes.

1.4 Employees making a Subject Access Request

This form can also be used by Sovereign employees wishing to make a subject access request for their own data.

If you wish for a copy of your employee records then it is recommended that you first consult with HR who can help you to determine whether you require a Subject Access Request or whether to make a routine enquiry.

If your Subject Access Request is in relation to a complaint then it is recommended that you follow the appropriate complaints procedures first.

2. Fee and payment information

Under the Data Protection Act, Sovereign may charge a fee of up to £10 for Subject Access Requests. This fee should be made payable by cheque to Sovereign Housing Association Limited.

Alternatively, we can arrange to receive payment by BACS. Please put this on your request form and we will contact you to receive payment.

3. Proof of identity

Under the act, Sovereign is not obliged to comply with any Subject Access Request without being satisfied that you are who you say you are. In order to be satisfied, Sovereign will require copies of original ID documents.

These can be provided by;

- visiting a Sovereign office to scan them;
- scanning your own copies and attaching them to the application form; or
- being visited by a housing officer who will verify your ID in your home.

Special provisions can be made to obtain this information and Sovereign will aim to be as flexible as can reasonably be required.

3.1 Guidelines of appropriate ID

In order for us to process your Subject Access Request you are requested to provide either **one** form of identity **from Group 1** or **two** documents **from Group 2**. This list is not exhaustive and we are happy to discuss other forms of identity.

Group 1 identity documents – Photo identification, for example:

- Valid passport
- UK driving licence (photo card only).

Group 2 identity documents, for example:

- UK birth certificate
- Marriage certificate
- Valid TV licence
- Valid insurance certificate
- Certificate of British Nationality
- Valid vehicle registration document
- National Insurance Number card
- P45/P60 (issued in past 12 months)
- Financial statement (e.g. pension, ISA)
- Bank or building society statement (issued in past three months)
- Credit card/store card/mail order catalogue statement
- Correspondence/statement from Benefits agency, Inland Revenue, Local Authority or Employment service
- Addressed payslip.

4. What to do if you feel something is missing

The initial disclosure itself is not always the end of the road for a SAR. Data can be stored in multiple places depending on what it is being processed for so, unless we are given specific instructions on what you are looking for, it's possible that we may leave something out.

If you are a Sovereign resident and have received your disclosure but feel that data is missing then please contact either your housing officer or the Data Protection Adviser.

Likewise, employees should contact HR in the first instance if they feel something has been left out.

Sovereign will take all reasonable steps to respond to your SAR, however please note that if any data has been withheld, either due to an exemption or because it may identify another individual, then we may not be obliged to explain our reasons for withholding it.

5. Complaints procedure

If you feel you have a grievance then you may find that the complaints procedure is more suitable for your needs. This is because a SAR will only provide you with data that can be used to identify you.

A SAR will not necessarily provide a full picture of a particular event in which you were involved as there may be data included which is not considered personal to you, or data that is not considered 'Personal Data' under the Data Protection Act.

A complaint would enable you to focus more specifically on the cause of the grievance and enable us to work with you and other relevant parties to identify and implement a solution.

Therefore, you may find that this is a more suitable approach depending on the circumstances.

To submit a complaint, please contact us either verbally or in writing. For residents, we recommend speaking with your housing officer, contacting your local Connect team or writing in to your local office.

Alternatively, you may submit a complaint via our website, located at:
<https://www.sovereign.org.uk/for-residents/making-a-complaint/>

If you have a complaint related to the SAR itself, please write to the Data Protection Adviser providing all relevant information and contact details.

6. Further information

Further information is outlined in Sovereign's Privacy Notice located on our website:
<https://www.sovereign.org.uk/>.

Additionally, you may find useful information supplied by the Information Commissioner's Office at: <http://ico.org.uk/>.

For all further enquiries, please contact Sovereign's Data Protection Adviser:

Post:

Data Protection Adviser

Company Secretariat

Sovereign Housing Association Limited

Woodlands

Email:

Data.protection@sovereign.org.uk

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Newbury, RG14 5EE