

# Data Protection Advice

## General Data Protection Regulation (GDPR) and the Data Protection (DP) Act 2018

Saltash Town Council is committed to using personal data in a way which is lawful, fair and transparent.

You have the right to ask if the Town Council uses or stores your personal information by making a subject access request (SAR). By making a subject access request you can find out:

- What personal information the Town Council holds about you;
- How it is being used;
- Who it is being shared with;
- Where the data was obtained from.

You have the right to ask for details to be amended if they are incorrect and in some circumstances, the right to ask for your details to be deleted.

The Information Commissioners Office (ICO) publish a guide to your rights on their website: <https://ico.org.uk/your-data-matters/>

Saltash Town Council has a Privacy Policy which explains how your personal information is processed and protected. You can read a copy here: <https://www.saltash.gov.uk/edit/stuploads/3760.pdf>

There is a dedicated email address for all data protection and GDPR enquiries: [gdp@saltash.gov.uk](mailto:gdp@saltash.gov.uk)

## Making a Subject Access Request

Please make your request in writing. An application form has been provided for your use but you do not have to use this. If you need assistance please contact the Guildhall.

Before we are able to process your request we will need:

- Two forms of original identification (not photocopies);
- For access to CCTV footage we will require a recent facial photograph;
- For access to CCTV footage of your vehicle, we will require evidence of ownership.

Please do not use this form if your request relates to the personal data of a deceased person as the GDPR/DPA 2018 only apply to living individuals.

## **What happens after you have made a subject access request?**

When we receive your request we will check the identification documentation and return it to you by recorded delivery.

The validity of your request will be checked. If there are any queries we will contact you.

When we have all the information that we require your request will be processed. This will be completed within thirty calendar days.

## **What if you are unhappy with the way your request has been handled or the response?**

Please contact the Town Council to let us know if you are not happy with the way your request has been handled or if you are dissatisfied with the response. You can do this up to three months after you receive the response. We will conduct a review and respond to you within twenty working days.

If you are still unhappy after a review you can request that the Information Commissioner's Office makes an assessment. Click [here](#) for details.