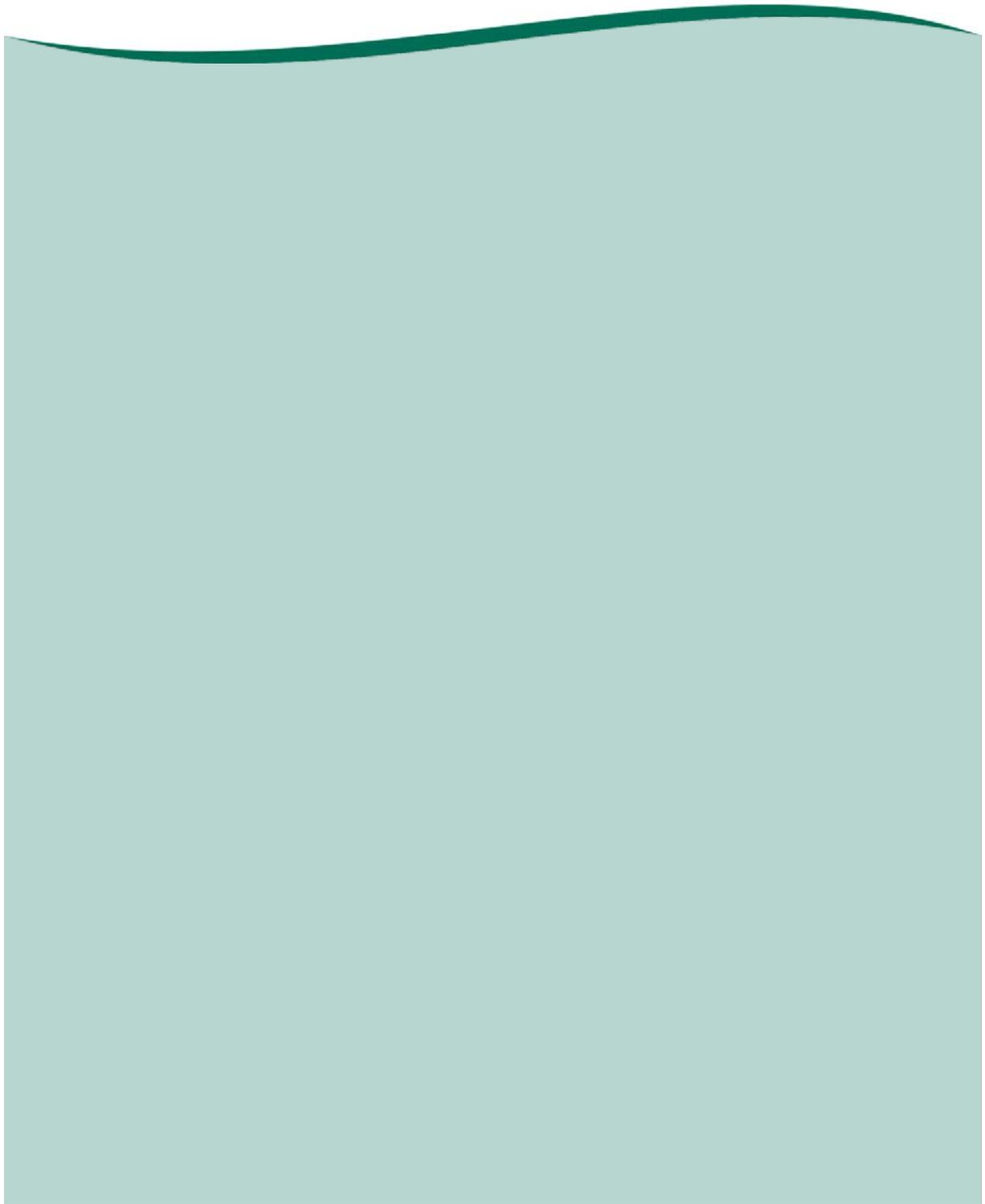


## **Data Protection and how to access your records**



The EU's General Data Protection Regulation 2016 (GDPR) gives individuals the right to know what information is held about them and requires organisations to adhere to the stated principles of data protection.

Wiltshire Council is committed to complying with the legislation by applying the principles of good information handling across all its services. This leaflet sets out the basics of why we collect your information and how you can ask to see it, and your information rights.

### **Why do we hold personal information about you?**

As a Local Authority we need to collect, process and keep data in relation to our statutory duties such as in the provision of Social Care Services and Education. Information is also used to help plan the services we provide.

We also will keep personal information about you so that we can provide the services that you need and for us to maintain a record of those services.

### **How is it stored?**

Wiltshire Council stores information both as paper files and computer records. We are committed to maintaining the highest standard of security to protect your information.

### **How do you gain access to your information?**

Under the GDPR you have the right to request a copy of the information we hold on you. This request can be made by you directly or you can authorise someone else to make the request; this could be a parent, solicitor or any other adult.

### **To make a request please write to:**

The Data Protection Team  
Corporate Services and Digital Directorate  
Wiltshire Council  
County Hall  
Bythesea Road  
Trowbridge  
BA14 8JN

Or e-mail [dataprotection@wiltshire.gov.uk](mailto:dataprotection@wiltshire.gov.uk)

In the request you should include the following:

- The information you require

- As much information as possible to help us locate the information you require. This may include date of birth, previous addresses and names, names of social workers/contacts within Wiltshire Council and so on.
- Proof of your identity. This should be a copy of your birth certificate, driving licence, passport or identity card. If these are not available please contact the Information Governance Team to discuss other options.
- If you are using someone else to access your information you must include written authorisation for them to do this. If you authorise a professional to make the request on your behalf (e.g. Solicitor) the request must be made on their headed paper, if it is a friend or family member, proof of their identity will be required as well as your own (as above).

If the Information Governance Team has any queries they will contact you.

Once a request has been received with the necessary documentation and sufficient information to locate the information, the Council has up to 30 days in which to respond or provide you with an explanation why this may not be possible.

If the request is for complex information the Council are allowed to extend this timeframe by up to a further 2 months. We will not do so without informing you and explaining first. You may

### **What if information held about you is wrong?**

If you believe that information held by us is factually incorrect you have the right to request that this is corrected. If you do not agree with the information held, it may be possible to include your views on the file. In either case please contact the data Protection Team who will address the issue.

### **Other rights**

Your rights as a data subject are set out in in Articles 13 to 22 of the [General Data Protection Regulation 2016](#) and also include:

- The right to withdraw any consent you may have given that the Council is relying upon to process your personal information.
- The right to complain to the [Information Commissioner](#) if you feel we are processing your personal information unlawfully.
- The right to restrict processing activity in certain circumstances.
- The right to object to certain types of processing activity
- The right to erasure (to be “forgotten”) in certain circumstances
- The right to data portability of personal information you have provided to the Council.

### **Complaints**

If you disagree with our response or wish to complain about how we are dealing with your personal information please contact us so we may try to resolve the issue. However, if you have a complaint about how your information has been handled or your request for access to information you also have the right to contact the Information Commissioners Office. The ICO will expect us to have been involved in your concern and will ask us what we have done to resolve it. For further information on how to complain to the Information Commissioner call 08456 30 60 60 or visit [www.ico.gov.uk](http://www.ico.gov.uk).

### **Who can I speak to for further advice?**

Below are some useful contacts if you would like further advice.

Information Governance Team:

0300 456 0100 or e-mail to [dataprotection@wiltshire.gov.uk](mailto:dataprotection@wiltshire.gov.uk)

Information Commissioner:

0303 123 1113 or [www.ico.gov.uk](http://www.ico.gov.uk)