

# **Kirton & Falkenham Parish Council**

## **DATA PROTECTION, CYBER SECURITY & INFORMATION MANAGEMENT POLICY**

## **DATA PROTECTION**

### **1 ABOUT THIS POLICY**

**1.1** This policy outlines the standards Kirton & Falkenham Parish Council ('the Council') intends to observe in relation to its compliance with the General Data Protection Regulation (GDPR) and subsequently revised UK Data Protection law. It also outlines the requirements to help improve Cyber Security protection (The Good Councillor's Guide to Cyber Security covers this in more depth).

**1.2** The policy is applicable to all Councillors and any employees, partners, voluntary groups, third parties and agents authorised by them, hereafter also generically referred to as "users"

**1.3** The Council shall ensure that all users fully understand its obligations and have undertaken the necessary training to demonstrate compliance with this policy.

**1.4** This policy applies to all personal information created or held by the Council, in whatever format. This includes, but is not limited to paper, electronic, mail, microfiche and film. It also applies to the IT used for Parish Council correspondence, and that used to store or access Parish Council information.

**1.5** This policy acknowledges that not all users will be entirely comfortable with the complexities of IT and Cyber Security, for this reason certain elements pertaining to these areas are identified as "good practice". In such cases the word "should" replaces the otherwise mandatory wording otherwise pertaining to this document. However, ignorance is not an excuse, and every effort must be made by the user to seek the relevant help or advice in order that "good practice" can be observed.

### **2 RESPONSIBILITIES**

**2.1** To operate efficiently, the Council must collect and use information about people with whom it works. This may include members of the public, current, past and prospective employees, customers, contractors, suppliers and partner organisations.

**2.2** The Council regards the lawful and correct treatment of personal information as critical to its successful operations, maintaining confidence between the Council and those with whom it carries out business. The Council will, therefore, ensure that it treats personal information correctly in accordance with the law.

**2.3** The Council as a whole is accountable for ensuring compliance with this policy. The day-to-day responsibilities are delegated to the Responsible Financial Officer (RFO) who is appointed as Data Protection officer to oversee data protection and ensure GDPR compliance, including: information audits and manage the information collected by the Council including the issuing of privacy notices, dealing with requests and complaints raised and the safe disposal of information.

**2.4** Councillors who process personal data on an individual basis and are not acting on behalf of the council are likely to be considered data controllers and therefore required to notify the Information Commissioner's Office.

**2.5** All Councillors and officers who hold or collect personal data are responsible for compliance with data protection legislation and must ensure that personal and/or sensitive information is kept and processed in accordance with this policy.

**2.6** Procedures containing non-sensitive personal data (eg Emergency Plan) should be managed in such a way that all individuals supplying their own data understand that by doing so their data will be used for the purposes for which those Procedures are intended. If this approach is not followed, the conditions of 2.7 apply.

**2.7** Procedures (eg Emergency Plan) containing sensitive personal data must be managed in such a way that written consent is obtained and recorded for that data to be used for the specific purpose of those Procedures.

**2.8** All Councillors and officers are required to observe the Good Councillors Guide to Cyber Security, and specifically as detailed in this document in relation to IT used for Parish Council correspondence, and that used to store or access Parish Council information.

### **3 BREACH OF THIS POLICY**

**3.1** Breach of this policy may result in a detailed review by two parties who are independent of the individual(s) concerned (nominally the Chairman, and RFO, or suitable equivalents) and, in serious cases, may be treated as gross misconduct. Councillors found to be in breach of this policy may also be deemed to have breached the Code of Conduct and referred to the District Council's Monitoring Officer. It should also be noted that breach of the policy could lead to criminal or civil action if illegal material is involved or legislation is contravened.

### **4 PRIVACY BY DESIGN**

**4.1** The GDPR requires data controllers to put measures in place to minimise personal data processing and that they only process data that is necessary for the purposes of processing and stored for as long as is necessary.

**4.2** The Council will have the appropriate measures in place to determine the basis for lawful processing and will undertake risk assessments to ensure compliance with the law. These measures include the use of Data Protection Impact Assessments (DPIAs) where deemed appropriate.

### **5 CONTRACTS**

**5.1** Data protection law places requirements on both the Council and its suppliers to ensure the security of personal data, and to manage individuals' privacy rights. This means that whenever the Council uses a supplier to process individuals' data on its behalf it must have a written contract in place.

**5.2** The law sets out what needs to be included in the contract so that both parties understand their responsibilities and liabilities.

**5.3** The Council is liable for its compliance with data protection law and must only appoint suppliers who can provide 'sufficient guarantees' that the requirements of the law will be met, and the rights of individuals protected.

**5.4** If a contractor, partner organisation or agent of the Council is appointed or engaged to collect, hold, process or deal with personal data on behalf of the council, or if they will do so as part of the services they provide to the Council, the relevant lead Councillor or Council officer must ensure that personal data is managed in accordance with data protection law and this Policy.

**5.5** Security and data protection requirements must be included in any contract that the agent, contractor or partner organisation enters into with the Council and reviewed during the contract's life cycle.

**5.6** Council officers will use the appropriate processes, templates and DPIAs when managing or issuing contracts.

## **6 INFORMATION SHARING**

**6.1** The Council may share information when it is in the best interests of the data subject and when failure to share data may carry risks to vulnerable groups and individuals.

**6.2** Information must always be shared in a secure and appropriate manner and in accordance with the information type. The Council will be transparent and as open as possible about how and with whom data is shared; with what authority; and for what purpose; and with what protections and safeguards.

**6.3** Any Councillor or officer dealing with telephone enquiries must be careful about disclosing personal information held by the Council. In order to manage this the enquirer will be asked to put their request in writing in the first instance.

**6.4** CCTV recordings for the Pavilion and Children's Play area must only be viewed and handled by the System Administrator and one named representative from the Recreation Ground Committee. The recordings must not be shared with other parties apart from authorised bodies (namely The Police, Legal representatives etc) in pursuance of action against individuals suspected of illegal acts which might be captured via CCTV.

**6.5** The only email accounts authorised for communication related to Personal data (as defined by GDPR) are those used by the Clerk (general correspondence) and RFO (HMRC PAYE data).

**6.6** Under no circumstances should any non public meeting or conversation be recorded without the permission of those present. This does not affect statutory rights (under The Openness of Local Government Regulations 2014)

## **7 INDIVIDUALS' RIGHTS**

**7.1** An individual may request a copy of any data held about them, or information about the reasons for which it is kept and processed. This is called a Subject Access Request (SAR). Information on how an individual can make a SAR can be found on the PC website [www.kandf-pc.gov.uk](http://www.kandf-pc.gov.uk)

**7.2** Individuals also have other rights under the Data Protection Act 2018 which, if requested, should also be directed via the link on the PC website. The Council must respond to individuals exercising their rights within one month.

**7.4** The RFO has primary responsibility within the Council for handling and responding to such requests, although specific tasks may be delegated to other Officers or Councillors.

**7.3** Detailed procedures and documentation for dealing with such requests is covered in Appendix A.

## **8 DISCLOSURE OF PERSONAL INFORMATION TO THIRD PARTIES**

**8.1** Personal data can only be disclosed about a third party in accordance with the Data Protection Act 2018.

**8.2** If a user believes it is necessary to disclose information about a third party to a person requesting data, they must seek specialist advice before doing so.

## **9 BREACH OF INFORMATION SECURITY**

**9.1** The Council understands the importance of recognising and managing information security incidents. This occurs when data or information is transferred to somebody who is not entitled to receive it. It includes losing data or theft of information, unauthorised use of the Council's system to process or store data by any person or attempted unauthorised access to data or information regardless of whether this was successful or not.

**9.2** All users have an obligation to report actual or potential data protection compliance failures as soon as possible and take immediate steps to minimise the impact and to assist with managing risk. The Council will fully investigate both actual and potential failures and take remedial steps if necessary maintain a register of

compliance failures. If the incident involves or impacts personal data it must be reported to the ICO (Information Commissioners Office) within 72 hours.

## **10 IT AND COMMUNICATIONS SYSTEMS**

**10.1** The Council does not own IT and communications systems (with the exception of a small number of PC devices used for Council activity eg Clerk's allocated PC). However the approach described in Sections 10 to 15 are intended to promote effective communication and working practices. This policy outlines the standards users should observe when accessing electronic systems (eg Council website, Mailchimp server, Social media platforms etc), and communicating with or on behalf of the Council, and the action the Council will take if users breach these standards.

**10.2** Breach of this policy may result in a detailed review by two parties who are independent of the individual(s) concerned (nominally the Chairman, and RFO, or suitable equivalents) and, in serious cases, may be treated as gross misconduct.

## **11 EQUIPMENT SECURITY AND PASSWORDS**

**11.1** Councillors and officers are responsible for the security of any equipment allocated to or used by them, and must not allow it to be used by anyone other than in accordance with this policy. Strong passwords should be set on all Council and own use IT equipment used in the pursuance of Council business and passwords must remain confidential, and if any records are kept, they should be in password protected files. The exception to confidentiality of passwords is that in order to maintain data integrity for single password systems (eg in the case of long term absence, illness, death etc), these passwords should be shared with one other nominated person (Officer or Councillor), who are also required to store them securely. Examples of such systems are: Clerk's PC and email password; Mailchimp; Finance tools; Emergency Plan and associated data etc. In these exceptional circumstances, the conditions of 11.2 do not apply.

**11.2** Users must only log onto multi-user Council systems (eg Council website, Unity bank) using their own username and password. Users must not use another person's username and password or allow anyone else to log on using their username and password.

**11.3** CCTV recording equipment and recordings must be kept in a locked cupboard in the Pavilion, with key access controlled by a named representative of the Recreation Ground Committee.

**11.4** Users of portable devices (eg smart phones, tablets) should use a strong password or PIN to prevent unwanted access, data theft or corruption etc.

## **12 SYSTEMS AND DATA SECURITY**

**12.1** Users should not delete, destroy or modify existing systems, programs, information or data (except as authorised in the proper performance of their duties).

This mostly applies to the Council's website, Finance tools etc

**12.2** Users should exercise particular caution when opening unsolicited e-mails from unknown sources. If an e-mail looks suspicious do not reply to it, open any attachments or click any links in it.

**12.3** If data is stored on removable media, these should be locked away when not in use.

**12.4** Data should be backed up regularly (a minimum of weekly if frequently updated, or following any data change if updated less frequently). Whilst local backups are acceptable as part of an overall data security solution, it is important that critical and key data (financial records; master files of Council policies etc) are backed up remotely from the building in which the primary data repository is located (PC; local hard drive etc). Such remote storage solutions should be limited, in as far as is possible to ascertain, to trusted environments (Cloud services; Remote servers etc). Users should test back-up solutions a minimum of every quarter.

**12.5** Users of electronic devices (computers, smart phones, tablets etc) used in conjunction with Council business (including sending of emails) need to be vigilant in the handling of received electronic information (eg via email, USB sticks) such that devices do not become infected by Malware (which provide hackers a means of accessing or disrupting electronic systems). As a minimum, vigilance involves users not opening email attachments or USB sticks from suspect or unknown sources. Users should ensure device Operating Systems are updated as soon as practical as software becomes available, and utilise email spam filters to reduce the likelihood of inadvertent infection. For maximum cyber security the use of firewalls and real time Malware checking software should be installed and kept up to date.

**12.6** Users need to take particular care when using public wi-fi (anybody in range can potentially intercept data and compromise passwords etc). The use of VPN (Virtual Private Network) software is strongly advisable if using public wi-fi to access password protected sites.

**12.7** Suitable encryption technology should be considered for storage or distribution of highly sensitive data.

## **13 E-MAIL**

This section relates to email use in fulfilling roles as part of the Council (Clerk, RFO, Councillor etc). See also section 6 in relation to information sharing and email accounts.

**13.1** Users should adopt a professional tone and observe appropriate etiquette when communicating with third parties by e-mail.

**13.2** It should be noted that e-mails can be used in legal proceedings and that even deleted e-mails may remain on the system and be capable of being retrieved.

**13.3** Users must not send abusive, obscene, discriminatory, racist, harassing,

derogatory, defamatory, pornographic or otherwise inappropriate e-mails.

## **14 SOCIAL MEDIA**

**14.1** This policy is in place to minimise the risks to our Council through use of social media.

**14.2** Social media includes blogs; Wikipedia and other similar sites where text can be posted; multimedia or user generated media sites (YouTube); social networking sites (such as Facebook, LinkedIn, X (formerly known as Twitter), Instagram, TikTok, etc.); virtual worlds (Second Life); text messaging and mobile device communications and more traditional forms of media such as TV and newspapers. Care should be taken when using social media at any time, either using council systems or at home

**14.3** Users should avoid making any social media communications that could damage the Council's interests or reputation, even indirectly.

## **15 GUIDELINES FOR RESPONSIBLE USE OF SOCIAL MEDIA**

**15.1** The council recognises the importance of councillors, staff, and other authorised users joining in and helping to shape sector conversation and enhancing its image through blogging and interaction in social media. Therefore, where it is relevant to use social networking sites as part of the individual's position, this is acceptable.

However, inappropriate comments and postings can adversely affect the reputation of the council, even if it is not directly referenced. If comments or photographs could reasonably be interpreted as being associated with the council, or if remarks about external stakeholders could be regarded as abusive, humiliating, sexual harassment, discriminatory or derogatory, or could constitute bullying or harassment, the council will treat this as a serious disciplinary offence. Councillors, staff, and other authorised users should be aware that parishioners or other local organisations may read councillors, staff, and other authorised users' personal weblogs, to acquire information, for example, about their work, internal council business, and employee morale. Therefore, even if the council is not named, care should be taken with any views expressed.

**15.2** To protect both the council and its interests, everyone is required to comply with the following rules about social media, whether in relation to their council role or personal social networking sites, and irrespective of whether this is during or after working hours:

- Contacts from any of the council's databases should not be downloaded and connected with on LinkedIn or other social networking sites with electronic address book facilities, unless this has been authorised.
- Any blog that mentions the council, its current work, councillors, employees, other users associated with the council, partner organisations, local groups, suppliers, parishioners, should identify the author as one of its councillors or employees and state that the views expressed on the blog or website are theirs alone and do not

necessarily represent the views of the council Even if the council is not mentioned, care should be taken with any views expressed on social media sites and any views should clearly be stated to be the writer's own (e.g. via a disclaimer statement such as: "The comments and other content on this site are my own and do not represent the positions or opinions of my employer/ the council.") Writers must not claim or give the impression that they are speaking on behalf of the council (unless the specific communication has been approved by the council)

- Any employee who is developing a site or writing a blog that will mention the council, our current or potential plans, councillors, staff, and other authorised users, or partners, must inform the council that they are writing this and gain agreement before going 'live'.

- The council expects councillors, staff, and other authorised users to be respectful about the council and its current or potential councillors, clerks, and other authorised users and not to engage in any name calling or any behaviour that will reflect negatively on its reputation. Any unauthorised use of copyright materials, any unfounded or derogatory statements, or any misrepresentation is not viewed favourably and could constitute gross misconduct.

- Comments posted by councillors, staff, and other authorised users on any sites should be knowledgeable, accurate and professional and should not compromise the council in any way.

- Inappropriate conversations with external stakeholders should not take place on any social networking sites, including forums.

- Any writing about or displaying photos or videos of internal activities that involves current councillors, staff, and other authorised persons, might be considered a breach of data protection and a breach of privacy and confidentiality. Therefore, their permission should be gained prior to uploading any such material. Details of any kind relating to any events, conversations, materials or documents that are meant to be private, confidential or internal to the council should not be posted. This may include manuals; procedures; training documents; non-public financial or operational information; personal information regarding other councillors, staff, and other authorised users anything to do with a disciplinary case, grievance, allegation of bullying/harassment or discrimination, or legal issue; any other secret, confidential, or proprietary information or information that is subject to confidentiality agreements. This does not affect statutory requirements to publish information including under the Freedom of Information Act.

- Councillors, staff, and other authorised users must be aware that they are personally liable for anything that they write or present online (including on an online forum or blog, post, feed or website). Councillors should always be mindful of the Members Code of Conduct and Nolan Principles. Employees may be subject to disciplinary action for comments, content, or images that are defamatory, embarrassing, pornographic, proprietary, harassing, libellous, or that can create a hostile work environment. They may also be sued by other organisations, and any individual or council that views their comments, content, or images as defamatory, pornographic, proprietary, harassing, libellous or creating a hostile work environment. In addition, other councillors, staff, and other authorised users can raise grievances for alleged bullying and/or harassment.

- Postings to websites or anywhere on the internet and social media of any kind, or in any press or media of any kind, should not breach copyright or other law or disclose confidential information, defame or make derogatory comments about the council or its councillors, staff, and other authorised users, or disclose personal data or

information about any individual that could breach data protection legislation.

- Contacts by the media relating to the council, should be referred to the Clerk and/or Chair.
- Councillors, staff, and other other authorised users who use sites such as LinkedIn and Facebook must ensure that the information on their profile is accurate and up to date and must update their profile on leaving the council.
- Councillors, staff, and other authorised users who use X.com, LinkedIn, or other social media/networking sites for council development purposes must ensure they provide the council with login details, including password(s), so that these sites can be accessed and updated in their absence.
- Councillors, staff, and other authorised users who have left the council must not post any inappropriate comments about the council or its councillors, staff, and other authorised users on LinkedIn, Facebook, X.com or any other social media/networking sites.
- During your employment/ involvement with the council, you may create or obtain access to a variety of professional contacts and confidential information. This includes, but is not limited to, contacts made through professional networking platforms such as LinkedIn, where those contacts have been established or maintained in your capacity as a councillor, member of staff, or other authorised user. All such contacts will be considered council property and may be subject to disclosure upon request.

**15.3** Note that the council may, from time to time, monitor external postings on social media sites. Any employee who has a profile (for example on LinkedIn or Facebook) must not misrepresent themselves or their role with the council. Councillors, staff, and other authorised users are also advised that social media sites are not an appropriate place to air council concerns or complaints: these should be raised with the council or formally through the grievance procedure.

**15.4** It is important to note that external stakeholders contact details and information remain the property of the council. In addition, councillors, staff, and other authorised users leaving the council will be required to delete all council-related data including external stakeholders contact details from any personal device/equipment

## **16 RECORDS MANAGEMENT**

**16.1** It is necessary for the Council to retain a number of data sets as part of managing council business. The Council shall apply the following framework:

<b>DOCUMENT</b>	<b>MINIMUM RETENTION PERIOD</b>	<b>REASON</b>
<input type="checkbox"/> Minute books	Indefinite	Archive
<input type="checkbox"/> Scales of fees and charges	6 years	Management
<input type="checkbox"/> Receipt and payment account(s)	Indefinite	Archive
<input type="checkbox"/> Receipt books of all kinds	6 years	VAT

<input type="checkbox"/> Bank statements, including deposit/savings accounts	Last completed audit year	Audit
<input type="checkbox"/> Bank paying-in books	Last completed audit year	Audit
<input type="checkbox"/> Cheque book stubs	Last completed audit year	Audit
<input type="checkbox"/> Quotations and tenders	6 years	Limitation Act 1980 (as amended)
<input type="checkbox"/> Paid invoices	6 years	VAT
<input type="checkbox"/> Paid cheques	6 years	Limitation Act 1980 (as amended)
<input type="checkbox"/> VAT records	6 years generally but 20 years for VAT on rents	VAT
<input type="checkbox"/> Petty cash, postage and telephone books	6 years	Tax, VAT, Limitation Act 1980 (as amended)
<input type="checkbox"/> Timesheets	Last completed audit year 3 years	Audit (requirement) Personal injury (best practice)
<input type="checkbox"/> Wages books	12 years	Superannuation
<input type="checkbox"/> Insurance policies	While valid	Management
<input type="checkbox"/> Certificates for Insurance against liability for employees	40 years from date on which insurance commenced or was renewed	The Employers' Liability (Compulsory Insurance) Regulations 1998 (SI. 2753), Management.
<input type="checkbox"/> Investments	Indefinite	Audit, Management
<input type="checkbox"/> Title deeds, leases, agreements, contracts	Indefinite	Audit, Management
<input type="checkbox"/> Members allowances register	6 years	Tax, Limitation Act 1980 (as amended)

**16.2** Printed and other paper documentation which contains sensitive personal data must be maintained in locked storage eg filing cabinet.

**16.3** Personal data will be kept only as long as is necessary to fulfill the specific purpose for which it has been acquired, after which it will be deleted (or otherwise disposed of).

**16.4** CCTV images are kept on hard drives within the Pavilion and are overwritten after approximately four weeks. Images will only be retained longer than this period

if required in pursuance of processing potential or actual criminal activity by the relevant authorities.

## **17 VALIDATING PERSONAL DATA**

Where personal data is obtained and recorded, the process for ensuring this data is correct and current should be managed either:

- directly by individuals accessing specific on-line systems to correct that data (eg Mailchimp), or if they are unable to do so, via the published email account for the system administrator (Data Processor) to do so on their behalf. Or,
- as part of an annual review of the data contained in a particular document, procedure or system (eg Emergency Plan). This shall be undertaken by the Data Processor for that document, procedure or system.

End of document

## **Appendix A – PROCEDURES FOR DATA REQUESTS AND PERSONAL RIGHTS**

### **1. Upon receipt of a SAR**

Verify whether you are controller of the data subject's personal data. If you are not a controller, but merely a processor, inform the data subject and refer them to the actual controller.

Verify the identity of the data subject; if needed, request any further evidence on the identity of the data subject.

Verify the access request; is it sufficiently substantiated? Is it clear to the data controller what personal data is requested? If not: request additional information.

Verify whether requests are unfounded or excessive (in particular because of their repetitive character); if so, you may refuse to act on the request or charge a reasonable fee.

Promptly acknowledge receipt of the SAR and inform the data subject of any costs involved in the processing of the SAR.

Verify whether you process the data requested. If you do not process any data, inform the data subject accordingly. At all times make sure the internal SAR policy is followed and progress can be monitored.

Ensure data will not be changed as a result of the SAR. Routine changes as part of the processing activities concerned are permitted.

Verify whether the data requested also involves data on other data subjects and make sure this data is filtered before the requested data is supplied to the data subject; if data cannot be filtered, ensure that other data subjects have consented to the supply of their data as part of the SAR.

### **Responding to a SAR**

Respond to a SAR within one month after receipt of the request:

If more time is needed to respond to complex requests, an extension of another two months is permissible, provided this is communicated to the data subject in a timely manner within the first month;

if the council cannot provide the information requested, it should inform the data subject on this decision without delay and at the latest within one month of receipt of the request.

If a SAR is submitted in electronic form, any personal data should preferably be provided by electronic means as well.

If data on the data subject is processed, make sure to include as a minimum the following information in the SAR response:

the purposes of the processing;

the categories of personal data concerned;

the recipients or categories of recipients to whom personal data has been or will be disclosed, in particular in third countries or international organisations, including any appropriate safeguards for transfer of data, such as Binding Corporate Rules<sup>1</sup> or EU model clauses<sup>2</sup>;

where possible, the envisaged period for which personal data will be stored, or, if not possible, the criteria used to determine that period;

the existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;

the right to lodge a complaint with the Information Commissioners Office (“ICO”);

if the data has not been collected from the data subject: the source of such data;

the existence of any automated decision-making, including profiling and any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

Provide a copy of the personal data undergoing processing.

## Subject Access Requests Policy

### What must I do?

1. **MUST:** On receipt of a subject access request you must **forward** it immediately to the RFO (Responsible Finance Officer) for recording and processing.
2. **MUST:** We must correctly **identify** whether a request has been made under the Data Protection legislation
3. **MUST:** A member of staff, and as appropriate, councillor, who receives a request to locate and supply personal data relating to a SAR must make a full exhaustive **search** of the records to which they have access.
4. **MUST:** All the personal data that has been requested must be **provided** unless an exemption can be applied.

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<sup>1</sup> “Binding Corporate Rules” is a global data protection policy covering the international transfer of personal data out of the European Union. It requires approval of a data protection regulator in the European Union. In most cases this will be the relevant regulator where an organisation's headquarters is located. In the UK, the relevant regulator is the Information Commissioner's Office.

<sup>2</sup> “EU model clauses” are clauses approved by the European Union which govern the international transfer of personal data. The clauses can be between two data controllers or a data controller and a data processor.

5. **MUST:** We must **respond** within one calendar month after accepting the request as valid.
6. **MUST:** Subject Access Requests must be undertaken **free of charge** to the requestor unless the legislation permits reasonable fees to be charged.
7. **MUST:** Councillors and managers must ensure that the staff they manage are **aware** of and follow this guidance.
8. **MUST:** Where a requestor is not satisfied with a response to a SAR, the council must manage this as a **complaint**.

### How must I do it?

1. Notify RFO upon receipt of a request.
2. We must ensure a request has been received in writing where a data subject is asking for sufficiently well-defined personal data held by the council relating to the data subject. You should clarify with the requestor what personal data they need. They must supply their address and valid evidence to prove their identity. The council accepts the following forms of identification (\* These documents must be dated in the past 12 months, +These documents must be dated in the past 3 months):

Current UK/EEA Passport

UK Photocard Driving Licence (Full or Provisional)

Firearms Licence / Shotgun Certificate

EEA National Identity Card

Full UK Paper Driving Licence

State Benefits Entitlement Document\*

State Pension Entitlement Document\*

HMRC Tax Credit Document\*

Local Authority Benefit Document\*

State/Local Authority Educational Grant Document\*

HMRC Tax Notification Document

Disabled Driver's Pass

Financial Statement issued by bank, building society or credit card company+

Judiciary Document such as a Notice of Hearing, Summons or Court Order

Utility bill for supply of gas, electric, water or telephone landline+

Most recent Mortgage Statement

Most recent council Tax Bill/Demand or Statement

Tenancy Agreement

Building Society Passbook which shows a transaction in the last 3 months and your address

3. Depending on the degree to which personal data is organised and structured, you will need to search emails (including archived emails and those that have been deleted but are still recoverable), Word documents, spreadsheets, databases, systems, removable media (for example, memory sticks, floppy disks, CDs), tape recordings, paper records in relevant filing systems etc. which your area is responsible for or owns.
4. You must not withhold personal data because you believe it will be misunderstood; instead, you should provide an explanation with the personal data. You must provide the personal data in an "intelligible form", which includes giving an explanation of any codes, acronyms and complex terms. The personal data must be supplied in a permanent form except where the person agrees or where it is impossible or would involve undue effort. You may be able to agree with the requester that they will view the personal data on screen or inspect files on our premises. You must redact any exempt personal data from the released documents and explain why that personal data is being withheld.
5. Make this clear on forms and on the council website
6. You should do this through the use of induction, my performance and training, as well as through establishing and maintaining appropriate day to day working practices.
7. A database will be created and maintained allowing the council to report on the volume of requests and compliance against the statutory timescale.
8. When responding to a complaint, we must advise the requestor that they may complain to the Information Commissioners Office ("ICO") if they remain unhappy with the outcome.

Sample letters

**1. All letters must include the following information:**

the purposes of the processing;

the categories of personal data concerned;

the recipients or categories of recipients to whom personal data has been or will be disclosed, in particular in third countries or international organisations, including any

appropriate safeguards for transfer of data, such as Binding Corporate Rules<sup>3</sup> or EU model clauses<sup>4</sup>;

where possible, the envisaged period for which personal data will be stored, or, if not possible, the criteria used to determine that period;

the existence of the right to request rectification or erasure of personal data or restriction of processing of personal data concerning the data subject or to object to such processing;

the right to lodge a complaint with the Information Commissioners Office (“ICO”);

if the data has not been collected from the data subject: the source of such data;

the existence of any automated decision-making, including profiling and any meaningful information about the logic involved, as well as the significance and the envisaged consequences of such processing for the data subject.

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### **Replying to a subject access request providing the requested personal data**

“[Name] [Address]

[Date]

Dear [Name of data subject]

#### **Data Protection subject access request**

Thank you for your letter of *[date]* making a data subject access request for *[subject]*. We are pleased to enclose the personal data you requested.

Include 1(a) to (h) above.

Copyright in the personal data you have been given belongs to the council or to another party. Copyright material must not be copied, distributed, modified, reproduced, transmitted, published or otherwise made available in whole or in part without the prior written consent of the copyright holder.

Yours sincerely”

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### **Release of part of the personal data, when the remainder is covered by an exemption**

“[Name] [Address]

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<sup>3</sup> “Binding Corporate Rules” is a global data protection policy covering the international transfer of personal data out of the European Union. It requires approval of a data protection regulator in the European Union. In most cases this will be the relevant regulator where an organisations headquarters is located. In the UK, the relevant regulator is the Information Commissioner’s Office.

<sup>4</sup> “EU model clauses” are clauses approved by the European Union which govern the international transfer of personal data. The clauses can be between two data controllers or a data controller and a data processor.

[Date]

Dear [Name of data subject]

**Data Protection subject access request**

Thank you for your letter of [date] making a data subject access request for [subject]. To answer your request we asked the following areas to search their records for personal data relating to you:

- [List the areas]

I am pleased to enclose [some/most] of the personal data you requested. [If any personal data has been removed] We have removed any obvious duplicate personal data that we noticed as we processed your request, as well as any personal data that is not about you. You will notice that [if there are gaps in the document] parts of the document(s) have been blacked out. [OR if there are fewer documents enclose] I have not enclosed all of the personal data you requested. This is because [explain why it is exempt].

Include 1(a) to (h) above.

Copyright in the personal data you have been given belongs to the council or to another party. Copyright material must not be copied, distributed, modified, reproduced, transmitted, published, or otherwise made available in whole or in part without the prior written consent of the copyright holder.

Yours sincerely”

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**Replying to a subject access request explaining why you cannot provide any of the requested personal data**

“[Name] [Address]

[Date]

Dear [Name of data subject]

**Data Protection subject access request**

Thank you for your letter of *[date]* making a data subject access request for *[subject]*.

I regret that we cannot provide the personal data you requested. This is because *[explanation where appropriate]*.

[Examples include where one of the exemptions under the data protection legislation applies. For example the personal data might include personal data is 'legally privileged' because it is contained within legal advice provided to the council or relevant to on-going or preparation for litigation. Other exemptions include where the personal data identifies another living individual or relates to negotiations with the data subject. Your data protection officer will be able to advise if a relevant exemption applies and if the council is going to rely on the exemption to withhold or redact the data disclosed to the individual, then in this section of the letter the council should set out the reason why some of the data has been excluded.]

Yours sincerely”