




# Subject access requests

Asking to see the information  
the council has about you


A man in a grey hoodie is pointing towards a light blue form titled "About you". A speech bubble with an information icon is above the form.

**About you**


Your name



Address












Phone



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# Personal information



We are Barnet Council. Lots of people use our services.



When people use our services, we ask them to tell us some private things about them.

We call the things we know **personal information**.

A light blue form titled "About you". It has two input fields. The first field is labeled "Your name" and contains a small icon of a person. The second field is labeled "Address" and contains a small icon of a house.

**Personal information** can be things like:

- your name and address
- what council services you use
- things people have written or said about you. People like your social worker or people who support you



## Subject access requests



Sometimes people want to look at the information we have about them.



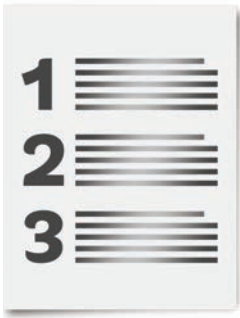
You can ask to see your personal information. This is called making a **subject access request**.



The law says that you are allowed to ask to see the personal information we have about you.



You can ask the council to show you information it has about you.



You can ask to see:

- a list of the information we have about you
- why we have the information
- where the information came from



- how we might have used the information to make choices about the way we work



- who we might give the information to



We can help if you do not understand some words in the information we show you.

# How to make a subject access request



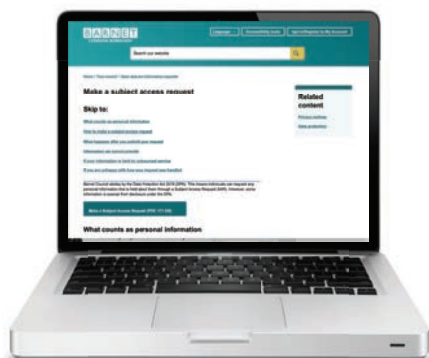
## Face to face:

You can ask someone who works at the council. This could be someone who is already helping you with something.



## Write to us:

**Records and Information  
Management Team  
Barnet Council  
2 Bristol Avenue  
Colindale  
London  
NW9 4EW**



## Fill in a form online:

**[www.barnet.gov.uk/your-council/open-data-and-information-requests/make-subject-access-request](http://www.barnet.gov.uk/your-council/open-data-and-information-requests/make-subject-access-request)**

# What we will do



Before we give you the information you asked for, we need to check that you are who you say you are.



You may show us **1** of these things:



- a **council tax** bill from the last 3 months. It must have your address on it

**Council tax** is money you pay the council. It pays for things like schools, bins and roads.



- a **bank statement** from the last 3 months. It must have your address on it

A **bank statement** is a letter or email from the bank showing how much money you have.



- a gas, electric or water bill from the last 3 months. It must have your address on it



- your driving licence with your picture on it



And you may show us **1** of these things too:

- your passport

or



- your birth certificate



# Helping someone to make a subject access request



You might be able to help someone get their information if they can't do it themselves.

You can do this if:



- the person writes a letter or email saying this is ok



- the law or court says you can



- the person is your child



You will still have to show us things that say who the person is. Things like their passport, bills, driving licence or birth certificate.

## What happens next



We will send you a letter or email to tell you we have got your subject access request.



We will have a look at it. If we have any questions we may contact you.



Within 1 month, we will tell you if we have said yes or no.



If we say yes, we will tell you what happens next.



If you do not hear from us within 1 month you can email us:  
**[data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk)**

## Times we cannot help



Sometimes we cannot show you the personal information you have asked for.

There are lots of reasons for this. Things like:



- you have already asked us before and we said no



- if we do not have the information

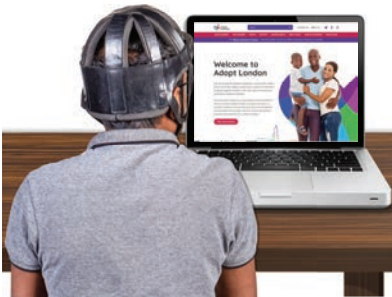


- a lawyer might need to use some of the information in court

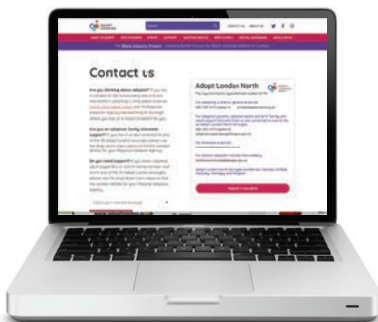


- you are asking for information about **adoption**

**Adoption** is when a baby or child has different parents to the ones they had when they were born.



If you were adopted and want to see the information about this, contact **Adopt London North**.



## Website:

**[adoptlondon.org.uk/contact/?region=north](https://adoptlondon.org.uk/contact/?region=north)**

**Why**

- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_
- 4 \_\_\_\_\_

If we say no to giving you the information, we will always tell you why.

## What to do if you are not happy with what we say



You can email us if you are not happy with the way we did things.



**Email:**

**[data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk)**



We will look at your subject access request. We will check if we did things in the right way.



We will then write you a letter or email telling you what we found out.



If you are still unhappy, you can **complain** to the **Information Commissioner's Office**.

**Complaining** is telling someone you are unhappy.



**Email:**

**casework@ico.org.uk**



**Phone:**

**030 3123 1113**



**Write to:**

**Information Commissioner's office**

**Wycliffe House**

**Water Lane**

**Wilmslow**

**Cheshire**

**SK9 5AF**

## For more information



If you have any questions or want more information about subject access requests, contact us.



**Phone:**  
**020 8359 2000**



**Email:**  
**[data.protection@barnet.gov.uk](mailto:data.protection@barnet.gov.uk)**



**Write to:**  
**Records and Information  
Management Team  
Barnet Council  
2 Bristol Avenue  
Colindale  
London  
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