

Data Protection, Confidentiality and Privacy:

Making a Subject Access Request to Hampshire Scouts

Introduction

All individuals have the right to ask an organisation whether or not they are using or storing your personal information. You can also request copies of your personal information, verbally or in writing. This is called the right of access and is commonly known as making a subject access request or SAR.

Hampshire County Scout Council (Hampshire Scouts) collects data about our members, staff, volunteers and others, and does so in accordance with our Data Protection, Confidentiality and Privacy Policy.

For the purposes of this document the term 'Hampshire Scouts' only applies to the County-level organisation that is led by the County Commissioner and managed by the Hampshire Scouts Board of Trustees. Individual Districts and Groups will have their own procedures for making a Subject Access Request.

Making a Subject Access Request

You can make a subject access request verbally, by email or in writing. However for the most efficient response we request that you complete our Subject Access Request form, which will help us ensure we can find any data we hold about you as quickly as possible, and only send you the information you need.

When you have completed the form, please email it to DPO@hampshirescouts.org.uk and you will receive a response within 7 days.

We are likely to ask you for proof of identity as part of this request, to ensure we do not send your personal data to anyone other than you as data subject. This may simply take the form of a phone call, or in some cases we may ask to see original copies of ID documents such as a passport.

What will I get, and how will it be sent?

We will send you a document summarising all personal data that we hold about you, along with details about where this is held and why. This is usually split into three sections; documents and personal data, emails containing data about you, and emails sent to or from you. You may request that the latter section is excluded as you may already have this data in your files.

In addition, we will provide extracts of any documents which contain personal data about or relating to you as the subject. These extracts will be redacted where necessary to protect

the personal data of other individuals. It is very rare that you will receive a copy of a document in full, unless this document relates to or is about you in its entirety.

The County's response will be returned to you within a maximum of 30 days of receipt of your Request, normally sooner. However, if your request is complex or your request results in a need to gather a significant amount of data, we may take longer to respond. We will write to you detailing the reasons for this if necessary.

We will normally respond to you via email, unless you request otherwise.

More Information

For more information about your rights as a data subject, or the regulations concerning subject access requests, please see the Information Commissioner's Office website at www.ico.org.uk

Making a Complaint

If you are unhappy with our response to your Subject Access Request, the first step is to respond to us in writing setting out the detail of your complaint, and list any other information you believe we hold so that we can review our records.

If you are still unhappy following our response to your complaint, you can report your concerns to the Information Commissioner's Office via their website. You can also call them on 0303 123 1113 for advice.