

## Subject Access Request (SAR)

The Data Protection Act 2018 (DPA) and General Data Protection Regulations 2017 (GDPR) apply to personal data held by an organisation. The Act allows people 12 years of age and over, to find out what personal information is held about them and why it is held by making a Subject Access Request (SAR). Personal data is any information which is capable of identifying a living individual e.g. name and address, audio or video recording, CCTV image, email address, postcode, photograph etc. A SAR can include both electronic information and paper records.

### Making a Subject Access Request

If you want to make a request for your own personal data held by Castle Water Limited, we require the following information to allow us to process your request:

- Your name & address
- How you would like us to send you any data held:
  - You can provide an email address. However, you must be aware that we cannot confirm security once this leaves our network.
  - If you do not provide an email address, we send all hard copy responses via Royal Mail recorded delivery service and these will require to be signed for on receipt.
- A description of the information you require:
  - Please provide us with as much detail as possible, so that you receive the information you require

Please use the form attached to request access to information held about you.

### Proof of identification

Together with your request you must provide us with Proof of Identification.

- Identification must comprise of photocopies/scans of two official documents which confirm both your date of birth and current address - e.g. passport, driving licence, birth certificate, utility bill, etc.
- Copies of the documentation should be sent to:

**Information Requests**

**Castle Water Limited**

**1 Boat Brae**

**Rattray**

**Blairgowrie**

**PH10 7BH**

- Any original documents will be returned with the response to your request – we cannot accept liability for the loss of documents in transit.

### SAR fee

SAR are free of charge unless we deem your request to be manifestly unfounded, excessive or you require copies. In this case we will reserve the right to charge you a fee, or to refuse the SAR.



## Process

Once we receive your valid request, your proof of ID and the appropriate fee, we have one month to provide the information to you.

## Special Cases

There may be cases where you are making a request on behalf of a third party such as:

- A Solicitor on behalf of a client – in such a case we do not need ID, however we do require a consent mandate from your client. Please provide this along with your request.
- A family member – you can request information relating to a family member, such as an elderly parent as long as you have power of attorney for that individual.

## Further Information

The Information Commissioner promotes public access to official information and protects personal information. The ICO (Information Commissioner's Office) is an independent body with specific responsibilities set out in the Data Protection Act 2018, and GDPR.

The ICO provides advice for individuals and organisations on a range of information issues including:

- CCTV
- Information sharing
- Junk mail
- Marketing
- Privacy Notices
- Spam
- Social networking

This link will take you to the ICO website: [www.ico.org.uk](http://www.ico.org.uk)

## Subject Access Request (SAR) Form

### 1. Details of the data subject\*

\*(the data subject is the person about whom the information is being requested)

Title

First name

Last name

D.O.B

Organisation

Current address

Previous relevant address

Phone number

Email address

### 2. Are you the data subject? (please tick the relevant box)

Yes (now please go to question 5) ☐

No (if you are acting on behalf of the data subject, please go to question 3) ☐

### 3. Requestor\* details (if different to question 1)

\*(the requestor is the person requesting the information)

Title

First name

Last name

D.O.B

Organisation

Current address

Previous relevant address

Phone number

Email address

Relationship with data subject

### 4. Are you a Micro-Business?

The European Commission defines a micro-business as one which has fewer than ten employees and a turnover or balance sheet total of less than €2 million.

Yes ☐ No ☐

### 5. Authority to release information

A representative needs to obtain authority from the data subject before personal data can be released. The representative should obtain the data subject's signature below, or provide a separate note of authority/power of attorney. This must be an original signature.

I hereby authorise  to act on my behalf in relation to this Subject Access request and sanction their access to my personal data.

Signed

Date

### 6. Proof of identity (Please tick the relevant boxes)

In order to prove the data subject's identity, we need to see copies of two pieces of identification, one from list A and one from list B below. Please indicate which ones you are supplying. Please do not send originals.

In addition, if you are acting on the data subject's behalf, we also need to see evidence of your identity. Please send us two pieces of identification, one from list A and one from list B below.

#### List A

- ☐ Passport/Travel Document
- ☐ Photo Driving Licence
- ☐ Birth Certificate

#### List B

- ☐ A letter sent to you by the Council
- ☐ Utility bill showing current home address
- ☐ Bank statement or Building Society Book

## 7. Details of data required

Please provide as much detail as you can about the personal data you are requesting to help us locate it quickly

Are there any specific dates you require this information to relate to?  
If so, please state below:

## 8. Preferred format of response

(Please tick the relevant box)

- Summary Report by email
- Summary Report by post
- Summary Report in braille
- Full Records Inspection Report by email
- Full Records Inspection Report by post
- Full Records Inspection Report in braille

## 9. Declaration

The information which I have supplied in this application is correct, and I am the person to whom it relates or a representative acting on his/her behalf. I understand that Castle Water may need to obtain further information from me/my representative in order to comply with this request.

The information provided by you will be used only in processing your subject access request. In terms of the Data Protection Act 1998, you are entitled to know what personal information Castle Water holds about you. Castle Water accepts no liability for any documents which you may send to us for verification of identity.

Signed

Date

## 10. Submitting your request

Please return your completed form and proof of identity in a securely sealed envelope to:

Information Requests  
Castle Water Limited  
1 Boat Brae  
Ratray  
Blairgowrie  
PH10 7BH

If further advice is required, please email [informationrequests@castlewater.co.uk](mailto:informationrequests@castlewater.co.uk) or call us on 01250 718700.

The law requires that we reply to you within one month (30 days) of receiving your application, providing that all necessary information is received, and you have provided satisfactory proof of identity.